NORTH CENTRAL REGIONAL TRANSIT DISTRICT RIDER SURVEY JULY 2016

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I. INTRODUCTION

METHODOLOGY

This research study was commissioned by North Central Regional Transit District. The objective of this study is to assess rider usage, primary reasons for utilizing the service, and satisfaction with RTD on a variety of different topic areas including driver performance and overall satisfaction with the Blue Bus.

THE INTERVIEW

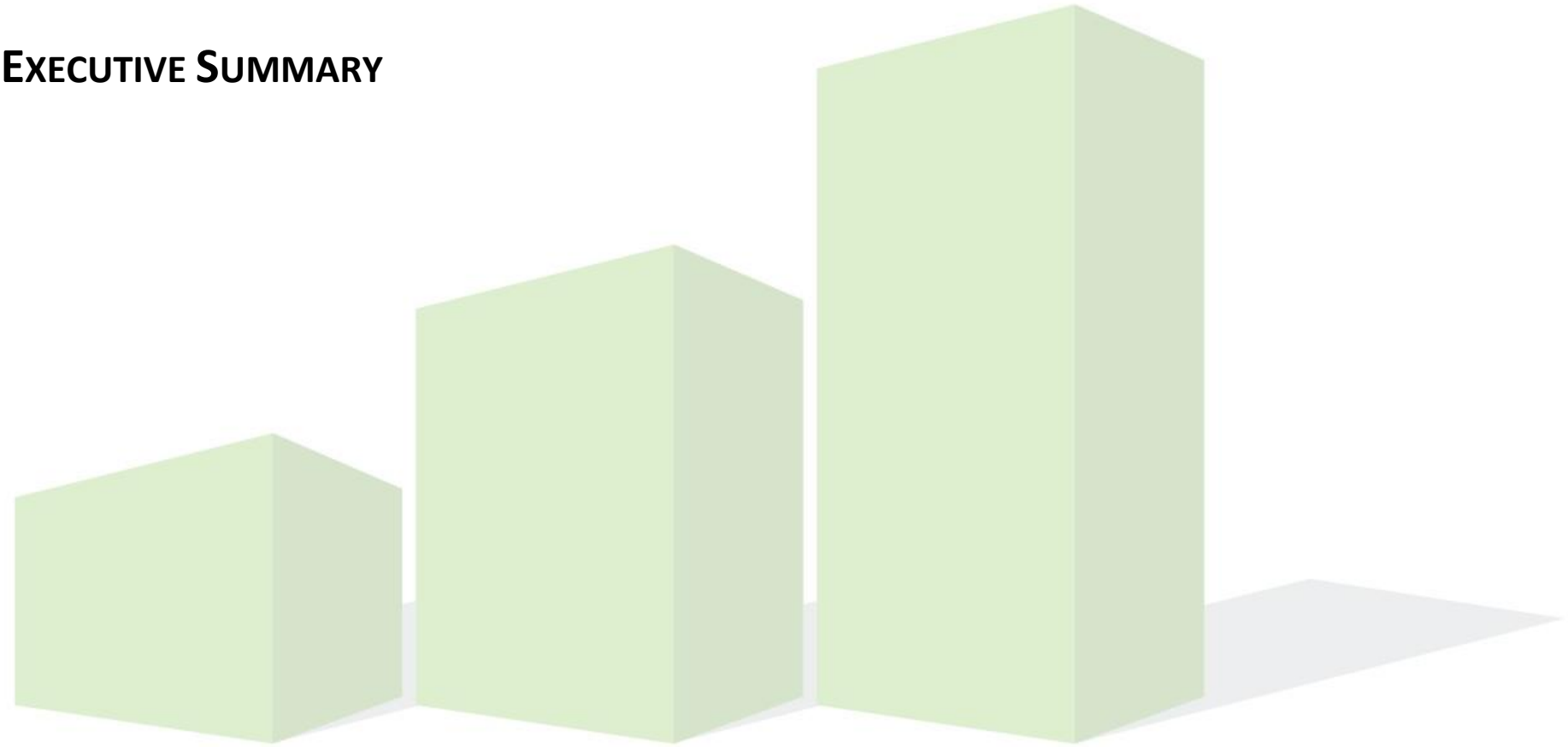
Paper surveys were distributed to Blue Bus passengers by drivers. The paper survey also included a website address which allowed passengers to complete the survey online. Drivers also handed out postcards with the website address to the online version of the survey. Approximately 360 Blue Bus riders completed paper or online surveys between April 18th and May 1st, 2016.

THE REPORT

This report summarizes the results from each question in the survey and reports on any variances in attitude or perception, where significant, among demographic subgroups. The subgroups examined in this report include:

- Gender
- Ethnicity
- Age
- Household Size
- Individual income
- Household income
- Primary language spoken at home
- Internet access at home
- Smartphone ownership
- Ownership of personal vehicle

II. EXECUTIVE SUMMARY



EXECUTIVE SUMMARY

This research study was commissioned by North Central Regional Transit District in order to assess Blue Bus rider usage, primary reasons for utilizing the service, and satisfaction with RTD on a variety of different topic areas including driver performance and overall satisfaction with the Blue Bus.

PASSENGER SATISFACTION WITH THE BLUE BUS

"I thank God every day for the Blue Bus! Thank you!" – Survey Respondent

Overall, the vast majority (74%) of Blue Bus passengers are *very satisfied* with the Blue Bus, while just 2% express dissatisfaction. When asked about specific attributes of Blue Bus service, passenger satisfaction is high, as at least seven-in-ten passengers say they are satisfied with each attribute tested, while very few express dissatisfaction.

"I'm very satisfied with the Blue Bus service. It is wonderful and helpful. The driver is very nice." – Survey Respondent

"Drivers are very good and safe. Drivers care about their people on the bus and on the road too. Thank you." – Survey Respondent

"Bus drivers are always friendly. I have been riding the Chile Line all my life and have never had a problem." – Survey Respondent

The drivers receive the highest marks in the specific attributes tested, with 93% of respondents saying they are satisfied with the drivers being helpful and friendly, obeying and enforcing safety rules, as well as for being knowledgeable. In addition, 95% express satisfaction when it comes to their overall feelings of personal safety.

The one area where there is some possible room for driver improvement is in announcing bus stops. Although 71% of riders are satisfied with the driver announcements, 11% express dissatisfaction and 10% give a neutral rating.

It should be noted that although the vast majority of respondents express satisfaction with Blue Bus service, several respondents commented on the cleanliness of the busses, the need to add and eliminate stops, the need for extended service hours and weekend service, the need for route maps at major stops, and maintenance issues.

"Please clean the buses daily. Sometimes they are not clean for days." – Survey Respondent

"I wish more people rode the bus. I think there should be bus lines all over with connections all over town - make it easy for everyone to get work/school/shop." – Survey Respondent

"290 Edgewood stops in Eldorado – No one ever gets on or off. I used the noon bus to Edgewood several times. The noon bus should come back and the Eldorado stop should go away. 290 also needs a new bus." – Survey Respondent

"The schedules and information on routes - nothing is at the main pick-up and drop-off." – Survey Respondent

"Need to connect with Rail Runner promptly and other bus services. Need to change bus scheduling and provide on demand service here in Taos." – Survey Respondent

PASSENGER UTILIZATION

The majority (54%) of Blue Bus passengers ride the bus four or five days a week, while 35% ride one to three days a week and 8% ride six or seven days a week. This is not surprising given the fact that nearly two-thirds (65%) of passengers say they do not have a working personal vehicle, and say their primary reason for riding the bus rather using other forms of transportation is that they do not have a vehicle.

Other commonly given reasons for using Blue Bus rather than other forms of transportation include saving money (42%), it is good for the environment (40%), not having a driver's license (30%), and the cost of gas (28%).

"My comment is that I appreciate all they're doing for me to be able to go to work." – Survey Respondent

Nearly half (49%) of the riders say they were riding the Blue Bus to get to work, while 26% were out shopping for necessities, and 23% were riding for medical purposes/appointment.

It is important to note that the majority (56%) of Blue Bus passengers say they get to the bus stop by walking, while just 17% say they drive and 11% say they are dropped off by someone.

Over one-third (36%) of Blue Bus passengers say they do not use any other forms of public transportation, while 33% say they use the Rail Runner, 27% say they use the RTD Chile Line, and 26% say they use Santa Fe Trails.

When it comes to the InfoPoint Bus Locator Service, two-fifths of passengers say they utilize this service, while the majority (60%) does not. Among those who use InfoPoint, 45% say they access it via the NCRTD website, while 33% mention the MyStop App, and 19% say via text message.

It should be noted that 66% of the riders have Internet access at home or work, while 50% own a smartphone.

INTEREST IN ADDITIONAL SERVICES

The vast majority of Blue Bus passengers express interest in weekend (81%) and state and federal holiday (78%) Blue Bus service. Native Americans, those with lower individual and household incomes, and those without a working personal vehicle are more likely than others to say they would be interested in weekend and holiday service.

"Would like to see the buses run on the weekend. At least on Saturday would be really helpful."
– Survey Respondent

Further, over half of passengers say they would be interested in a Park and Ride option (62%) and a bike locker or bike rack (53%) at a Park and Ride location. Those more likely than others to be interested in these additional services include Native Americans, those ages 18 to 49, those who speak both English and Spanish at home, and those with lower individual and household incomes.

RIDERSHIP PROFILE

Demographically, the majority of riders who completed a survey are male (56%). The majority of riders are Hispanic (53%), while one-in-five riders are Native American and 32% are Anglo/Caucasian.

Thirty percent of the riders who completed a survey are 34 years of age or younger, 25% are between the ages of 35 and 49, 33% are 50 to 64 years old, and just 11% are seniors.

Nearly one-fifth (18%) of the survey respondents say they live in Espanola, while 16% live in Taos.

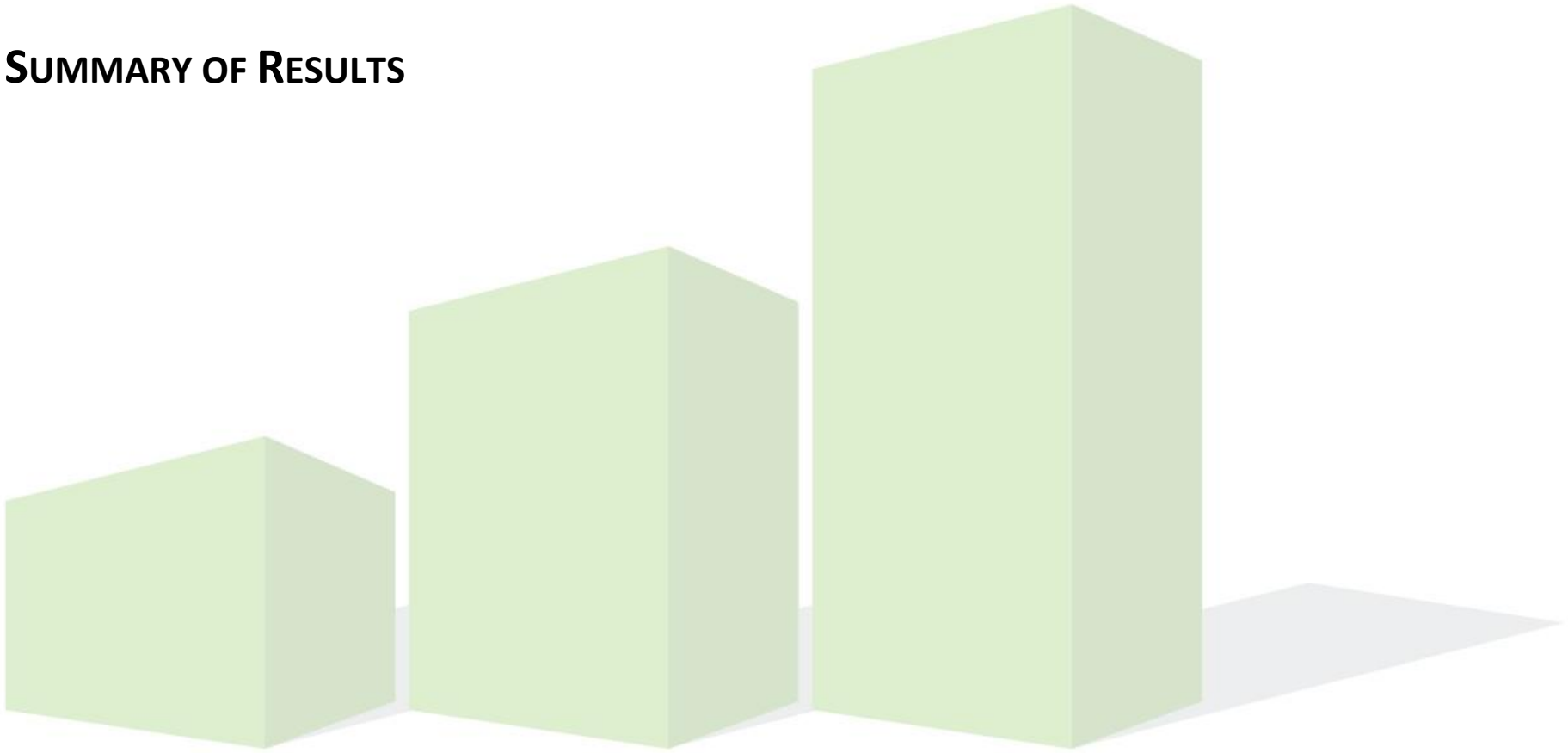
For individual income levels, the large majority of respondents (61%) earn less than $17,000, while 17% earn between $17,000-$29,999, and 12% earn between $30,000-$49,000. Just 9% personally earn $50,000 or more.

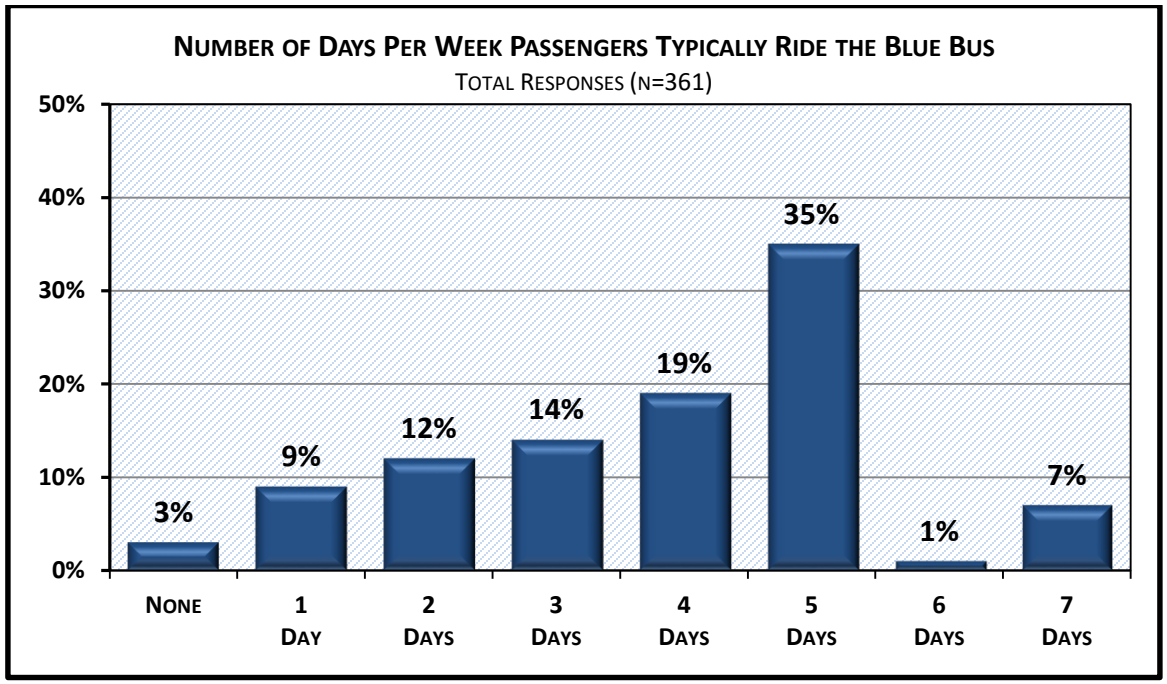
At the household level, 53% have an income less than $17,000, while 17% have a household income of $17,000-$29,999, 9% earn $30,000-$49,999 and 20% have a household income of $50,000 or more.

Twenty-nine percent of the respondents live alone, while 28% live in a two-person household, 18% live in a three-person household, and 26% live in a household with four people or more.

Word of mouth clearly plays the biggest role in encouraging ridership as the large majority of respondents (72%) say they heard about the Blue Bus from family or friends, compared to 18% who read about it in print media, 14% saw it on the Internet and 11% say they heard about the service on the radio.

III. SUMMARY OF RESULTS

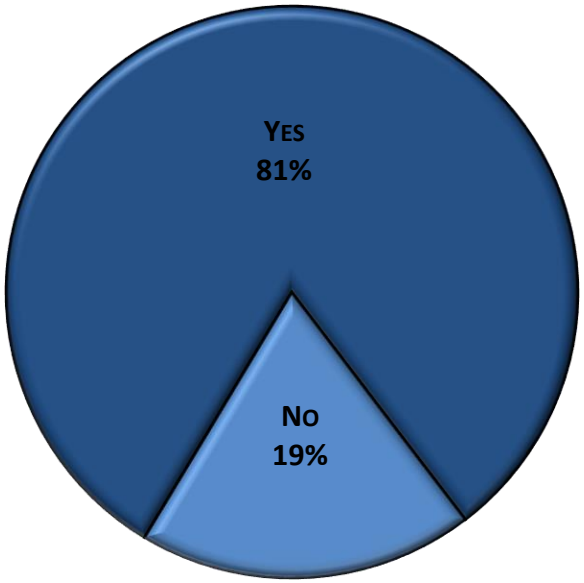




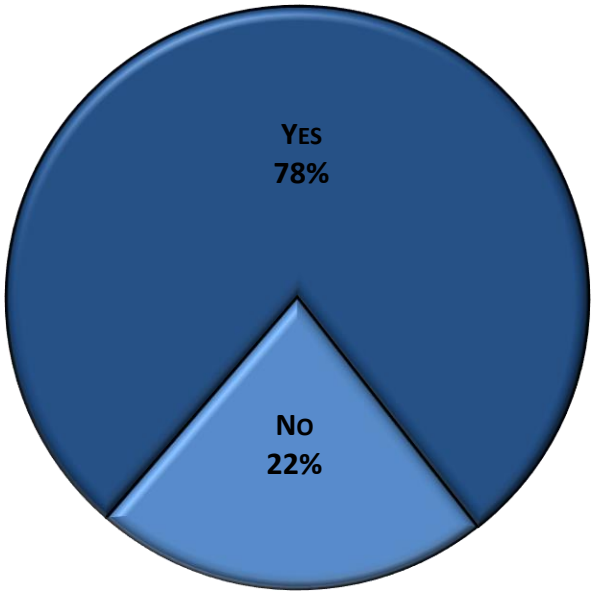
Blue Bus passengers were asked how many days in a typical week they ride the Blue Bus. As shown above, one-fifth of passengers say they ride the Blue Bus one (9%) or two (12%) days per week, while one-third say they ride the Blue Bus three (14%) or four (20%) days per week. Thirty-five percent say they ride the bus five days per week, and 8% says they ride six or seven days per week.

Interestingly, females are more likely than males to say they ride the bus at least five days per week, while Anglos are more likely than others to say they ride the bus two days or fewer per week.

WOULD YOU RIDE THE BLUE BUS IF IT WERE AVAILABLE ON THE WEEKENDS?
TOTAL RESPONSES (N=358)



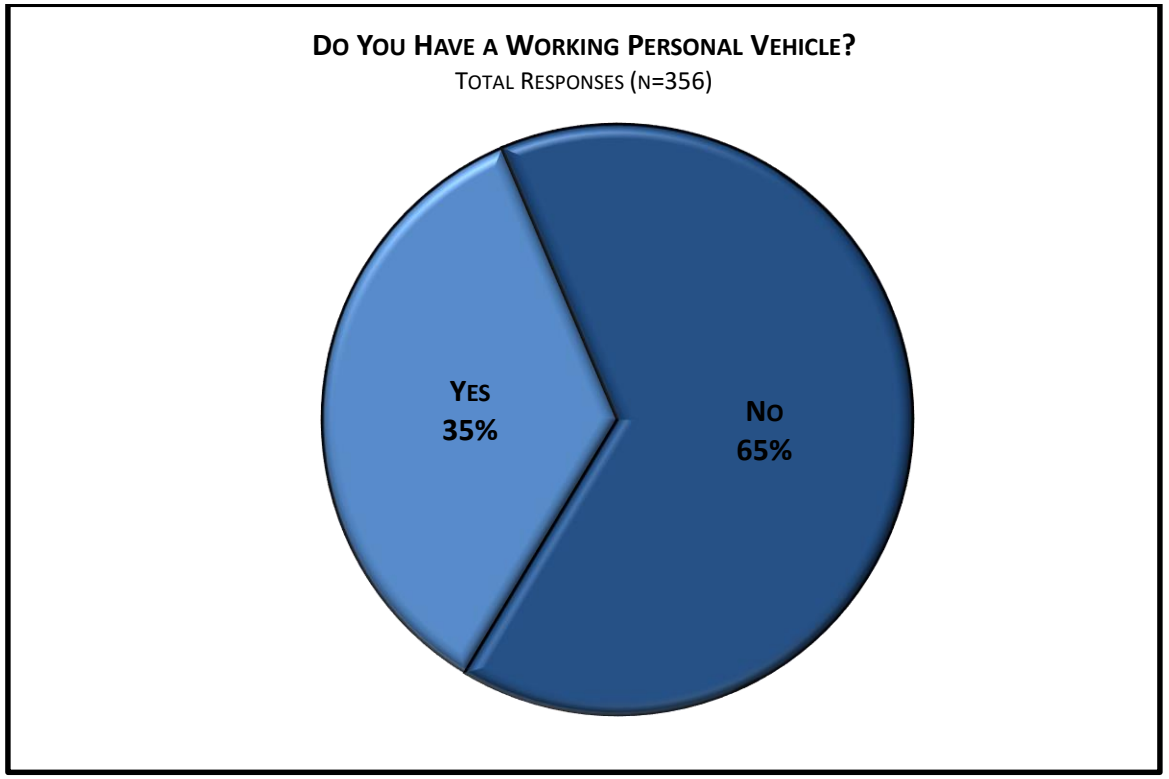
WOULD YOU RIDE THE BLUE BUS IF IT WERE AVAILABLE ON THE STATE AND FEDERAL HOLIDAYS?
TOTAL RESPONSES (N=347)



The vast majority (81%) of Blue Bus passengers say they would ride the bus on the weekend if services were available. Native Americans (95%), those ages 18 to 49 (91%), seniors (90%), those without Internet access (91%), those without a working personal vehicle (90%), and those with lower individual and household incomes are more likely than others to say they would ride the Blue Bus on weekends if services were available.

"It would be great if they were run on weekends as well and on state and federal holidays!" – Survey Respondent

The vast majority (78%) of Blue Bus passengers also say they would ride the bus on state and federal holidays if services were available. Native Americans (93%), those ages 18 to 49 (88%), those without Internet access (89%), those without a working personal vehicle (85%), those who speak both Spanish and English at home (93%), and those with lower individual and household incomes are more likely than others to say they would ride the Blue Bus on state and federal holidays if services were available.



Two-thirds (65%) of Blue Bus passengers say they do not have a working personal vehicle, while just over one-third (35%) say they have a working personal vehicle.

Those more likely than others to not have a working personal vehicle include:

- Native Americans (80%)
- Those ages 18 to 49 (74%)
- Those with no other household members (76%)
- Those without Internet access (86%)
- Those without a smartphone (74%)
- Those with lower individual and household incomes

Those more likely than others to have a working personal vehicle include:

- Anglos (44%)
- Those ages 50 to 64 (45%)
- Those with one other household member (49%)
- Those with Internet access (46%)
- Those with a smartphone (43%)
- Those with higher individual and household incomes

PRIMARY REASONS FOR RIDING THE BUS RATHER THAN OTHER FORMS OF TRANSPORTATION TOTAL RESPONSES (N=350) TOP 7 AIDED RESPONSES	
DON'T HAVE A VEHICLE	56%
TO SAVE MONEY (IN GENERAL)	42%
GOOD FOR THE ENVIRONMENT	40%
DON'T HAVE A DRIVER'S LICENSE	30%
COST OF GAS	28%
MAINTENANCE COSTS	15%
AUTO INSURANCE COSTS/DON'T HAVE AUTO INSURANCE	9%

PRIMARY REASONS FOR RIDING THE BUS TODAY TOTAL RESPONSES (N=359) TOP 7 AIDED RESPONSES	
TO GET TO WORK	49%
NECESSITY SHOPPING	26%
MEDICAL	23%
RECREATION/SOCIAL ACTIVITIES	19%
TO GET TO SCHOOL	15%
LEISURE SHOPPING	11%
TO GET HOME	4%

Blue Bus passengers were asked to state their **primary reasons for riding the bus rather than using other forms of transportation**. The majority (56%) of respondents say they do not have a vehicle, while approximately two-fifths say either to save money (42%) or that it is good for the environment (40%). Three-in-ten say they either do not have a driver's license (30%) or that the cost of gas is too high (28%). One-quarter mention maintenance costs (15%) and auto insurance costs/do not have auto insurance (9%).

Interestingly, Native Americans riders (70%) are more likely than others to say they do not have a vehicle, Anglos are more likely to say it is good for the environment (54%), and, not surprisingly, those under age 18 are more likely to mention that they do not have a driver's license (76%).

Blue Bus passengers were also asked to state their **primary reasons for riding the bus today**. Half (49%) of respondents said to get to work, while approximately one-quarter say either for necessity shopping (26%) or for medical purposes (23%). Between approximately one-in-ten and two-fifths mention for recreational/social activities (19%), to get to school (15%), or for leisure shopping (11%).

Native Americans (44%) and seniors (49%) are more likely than others to say their primary reason for riding the bus today was for necessity shopping.

Seniors (38%) are also more likely to mention for medical purposes, while those ages 50 to 64 are more likely than others to say to get to work (65%), and those under age 18 are more likely to mention to get to school (60%).

Further, those with higher household and individual incomes are more likely to mention to get to work, while those with lower incomes or no working personal vehicle are more likely to mention necessity shopping, for medical purposes, recreational/social activities, and leisure shopping.

WAYS OF HEARING ABOUT THE BLUE BUS TOTAL RESPONSES (N=342) TOP 10 AIDED RESPONSES	
FRIENDS/FAMILY	72%
PRINT/NEWSPAPER ADS	18%
INTERNET	14%
RADIO	11%
COMMUNITY EVENT	6%
SAW THE BUS/SIGN AT BUS STOP	6%
PHONE BOOKS	5%
BEEN RIDING FOR YEARS	3%
OTHER (DID NOT SPECIFY)	1%
THROUGH WORK	1%

TYPICAL WAY OF GETTING TO THE BUS STOP TOTAL RESPONSES (N=356) TOP 9 AIDED RESPONSES	
WALK	56%
DRIVE	17%
DROPPED OFF BY SOMEONE	11%
CONNECT WITH ANOTHER BUS	6%
RIDE MY BICYCLE	3%
CONNECT WITH RAIL RUNNER	2%
PICKED UP AT HOME WITH DEMAND SERVICE	2%
PICKED UP FROM SCHOOL	1%
RIDE WITH SOMEONE WHO PARKED	1%

When Blue Bus passengers were asked **how they heard about the Blue Bus**, the large majority (72%) mentions a friend or family, while 18% mention print/newspaper advertisements, 14% mention the Internet, 11% mention via radio, 6% mention a community event, and 6% mention that they saw a bus/sign at bus stop.

Those under age 18 are more likely than others to mention they heard about the Blue Bus through a friend/family (85%), while Native Americans are more likely to mention via print/newspaper advertisements (27%) or a community event (16%).

The majority (56%) of Blue Bus passengers say they **get to the bus stop** by walking, while 17% say they drive, 11% say they are dropped off by someone, and 6% say they connect with another bus.

Those more likely to say they walk to the bus stop include males (64%), Native Americans (68%), and those ages 18 to 49 (70%).

Those more likely to say they drive to the bus stop include females (26%), Anglos (26%), those ages 50 to 64 (30%), and those with higher individual and household incomes.

Those under age 18 are more likely than others to say they get dropped off by someone (28%) or connect with another bus (21%).

TOWN, COMMUNITY OR PUEBLO RESIDING IN TOTAL RESPONSES (N=301) TOP 10 AIDED RESPONSES	
ESPAÑOLA	18%
TAOS	16%
SANTA FE	5%
SAN ILDEFONSO	4%
CHIMAYO	3%
QUESTA	3%
CHAMA	3%
ELDORADO	3%
RANCHOS DE TAOS	3%
TESUQUE VILLAGE	3%

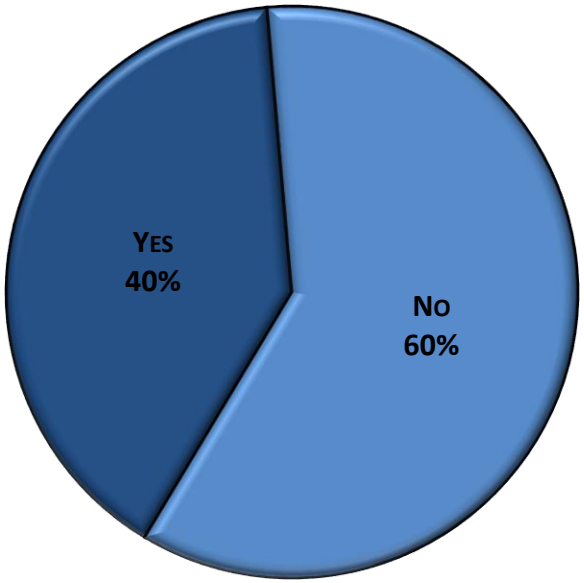
BLUE BUS ROUTE(S) RODE TODAY TOTAL RESPONSES (N=345) TOP 11 AIDED RESPONSES	
300 TAOS	19%
100 RIVERSIDE	16%
200 SANTA FE	13%
320 QUESTA	11%
220 TESUQUE	10%
110 WESTSIDE/CROSSTOWN	8%
DEMAND	8%
150 CHIMAYO	8%
160 SANTA CLARA	6%
280 ELDORADO	6%
230 SAN ILDEFONSO	6%

As shown in the table above, 18% of Blue Bus passengers reside in Espanola, 16% reside in Taos, 5% in Santa Fe, 4% in San Ildefonso, and 3% each in Chimayo, Chama, Eldorado, Questa, Ranchos de Taos, and Tesuque Village. Interestingly, 58% of those who rode a demand route live in Espanola.

One-fifth (19%) of Blue Bus passengers say they were riding the 300 Taos route, while 16% say the 100 Riverside, 13% say the 200 Santa Fe, and approximately one-in-ten say either the 320 Questa (11%), the 220 Tesuque (10%), the 110 Westside/Crosstown (8%), Demand (8%), or the 150 Chimayo (8%).

It is important to note that many riders took more than one route. In fact, many riders took three or more routes with a wide variety of combinations. A complete list of single route riders and each combination that was given can be found on page 33. Furthermore, each question in the survey has been cross-tabulated with routes that had seven riders or more and can be found in the Appendix (page 61).

DO YOU USE THE INFOPOINT BUS LOCATOR SERVICE?
TOTAL RESPONSES (N=342)



WAYS OF ACCESSING INFOPOINT BUS LOCATOR SERVICE TOTAL RESPONSES (N=118) AMONG THOSE WHO USE INFOPOINT BUS LOCATOR SERVICE	
NCRTD WEBSITE	45%
MYSTOP APP	33%
TEXT MESSAGE	19%
CALL	3%
OTHER (DID NOT SPECIFY)	1%

As shown above, 40% of Blue Bus passengers say they use the InfoPoint Bus Locator service. Hispanics (47%), those ages 18 to 34 (54%), and those who speak both Spanish and English (61%) are more likely than others to use the InfoPoint Bus Locator service.

Forty-five percent of those who use the InfoPoint Bus Locator service say they access it using the NCRTD website, while one-third say they access it using the MyStopApp, 19% say via text message, and 3% say they call.

OTHER FORMS OF PUBLIC TRANSPORTATION UTILIZED TOTAL RESPONSES (N=332) TOP 8 AIDED RESPONSES	
NONE	36%
NM RAIL RUNNER	33%
RTD CHILE LINE	27%
SANTA FE TRAILS	26%
ATOMIC CITY TRANSIT	6%
TAXI	5%
PARK AND RIDE	3%
RIDE-SOURCING (UBER)	2%

Over one-third (36%) of Blue Bus passengers say they do not use any other forms of public transportation, while 33% say they utilize the Rail Runner, approximately one-quarter say either the RTD Chile Line (27%) or Santa Fe Trails (26%), and 6% say Atomic City transit.

Females (44%) and those under age 18 (87%) are more likely than others to say they do not use any other forms of public transportation, while males (38%) and those ages 35 to 49 (49%) are more likely than others to utilize the Rail Runner. Those with lower individual and household incomes are more likely than others to use the RTD Chile Line.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS RANKED BY HIGHEST PERCENTAGE "VERY SATISFIED"							
	VERY SATISFIED 5	4	3	2	VERY DISSATISFIED	NOT APPLICABLE	MEAN †
DRIVER IS HELPFUL AND FRIENDLY	83%	10%	4%	1%	1%	1%	4.8
DRIVER OBEYS AND ENFORCES SAFETY RULES	82%	11%	4%	2%	*	1%	4.7
PERSONAL SAFETY ON BUS	80%	15%	3%	1%	1%	*	4.7
DRIVER IS KNOWLEDGEABLE	79%	14%	2%	2%	1%	1%	4.7
CLEANLINESS ON BUS	77%	14%	5%	2%	1%	1%	4.7
BUSES ARE WELL MAINTAINED	71%	18%	5%	3%	2%	1%	4.5
BUSES RUN ON TIME	67%	22%	7%	1%	2%	1%	4.5
SCHEDULE(S) IS/ARE EASILY AVAILABLE	67%	18%	8%	4%	1%	1%	4.5
ACCURACY OF SCHEDULES	66%	20%	9%	2%	2%	1%	4.5
ROUTE SCHEDULE INFORMATION IS EASY TO USE	65%	17%	9%	3%	3%	3%	4.4
POSTED SIGNS AT BUS STOP	64%	17%	8%	4%	4%	3%	4.4
CONNECTION WITH OTHER BLUE BUSES OR OTHER SERVICES	57%	16%	7%	1%	2%	17%	4.5
DRIVER ANNOUNCES BUS STOPS	56%	15%	10%	6%	5%	8%	4.2
RESPONSE OF TELEPHONE REPRESENTATIVE	54%	15%	9%	3%	5%	15%	4.3

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

Blue Bus passengers were asked to rate their satisfaction with Blue Bus service for various attributes using a five-point scale where a score of five is *very satisfied* and a score of one is *very dissatisfied*.

Overall, the vast majority of Blue Bus passengers express satisfaction with all of the attributes tested, as at least seven-in-ten passengers reported satisfaction with each attribute. It should be noted that for the various attributes tested, very few Blue Bus passengers expressed dissatisfaction. Further, it should be noted that due to the high levels of satisfaction, there is little significant variation across demographic subgroups.

Over nine-in-ten passengers report satisfaction with the following attributes:

- Personal safety on the bus **(95%)**
- The driver is knowledgeable **(93%)**
- The driver is helpful and friendly **(93%)**
- The driver obeys and enforces safety rules **(93%)**
- Cleanliness on the bus **(91%)**

Between eight-in-ten and nine-in-ten passengers report satisfaction with each of the following attributes:

- The busses run on time **(89%)**
- The busses are well maintained **(89%)**
- The accuracy of schedules **(86%)**
- The schedules are easily available **(83%)**
- Route schedule information is easy to use **(82%)**
- Posted signs at the bus stop **(81%)**

Approximately seven-in-ten passengers express satisfaction with connection with other Blue Bus services **(73%)**, the driver announcing bus stops **(71%)**, and response of telephone representatives **(69%)**.

Although the vast majority of riders express satisfaction with the various attributes of the Blue Bus service, when asked unaided, many riders offered suggestions to help improve their experience. The following are examples of the suggestions that were given. A complete list of verbatim comments/suggestions can be found starting on page 53.

"Run the bus one hour earlier and about one hour later. More advertisements about the bus." – Survey Respondent

"Saturday and later run times would be very helpful." – Survey Respondent

"More times and days offered. Bus running on holidays when UNM is open." – Survey Respondent

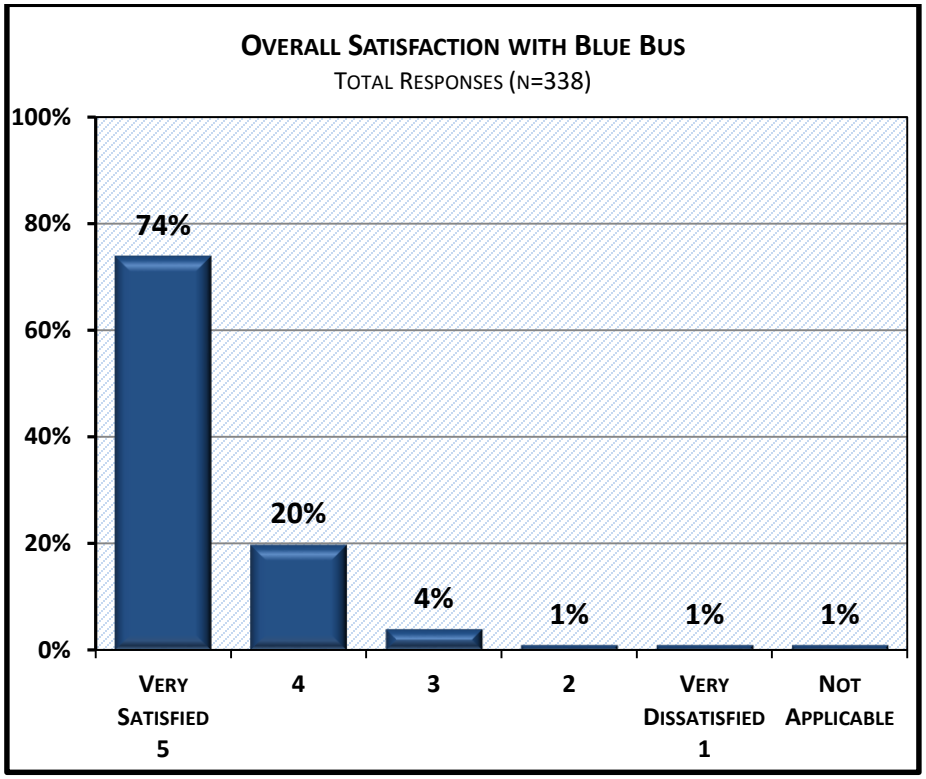
"Sometimes it comes early and I miss it. Otherwise, I like it very much and greatly appreciate it." – Survey Respondent

"The bus needs to be disinfected thoroughly once a week. Windows needed for proper ventilation. It's a wonderful free service, but some folks take advantage of it." – Survey Respondent

"The Chile Line busses are rattle traps. Everything clanks. Lousy shocks. Every bump is felt. Not a smooth ride." – Survey Respondents

"Edgewood service should NOT include a stop at Eldorado. It is a waste of time. There is already an Eldorado service bus. One or two persons in a month will get off at Eldorado." – Survey Respondent

"Route schedules posted at major stops would be helpful." – Survey Respondent



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MEAN†: 4.7

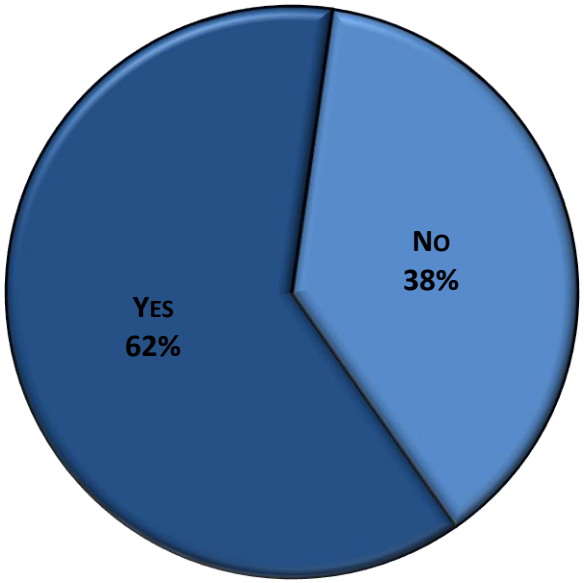
"It is a great service provided to the community." – Survey Respondent

Blue Bus passengers were asked, using a five-point scale where a score of five is *very satisfied* and a score of one is *very dissatisfied*, to rate their overall satisfaction with Blue Bus. As shown above, over nine-in-ten (94%) passengers express satisfaction, with three-quarters (74%) saying they are *very satisfied*. Just 2% of passengers express dissatisfaction. Overall, there is little significant demographic variation.

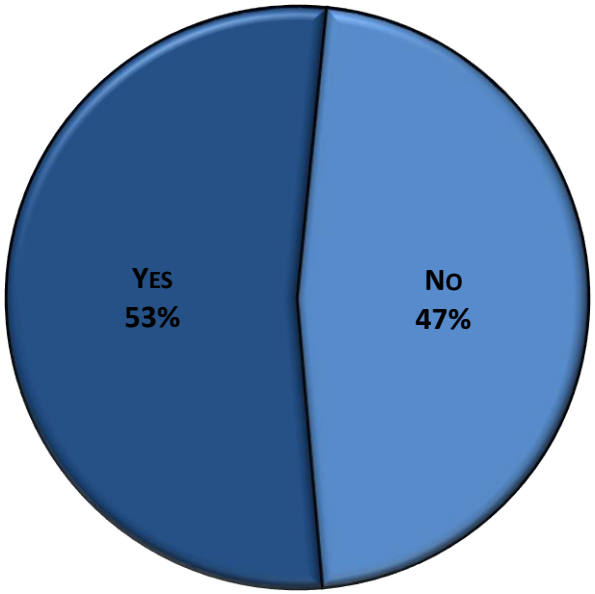
"I am very glad that the people started the Blue Bus because it helps the people without." – Survey Respondent

"Service is great. Bus drivers are nice. Overall, very happy with service. Thank you." – Survey Respondent

INTERESTED IN A PARK AND RIDE OPTION
TOTAL RESPONSES (N=286)



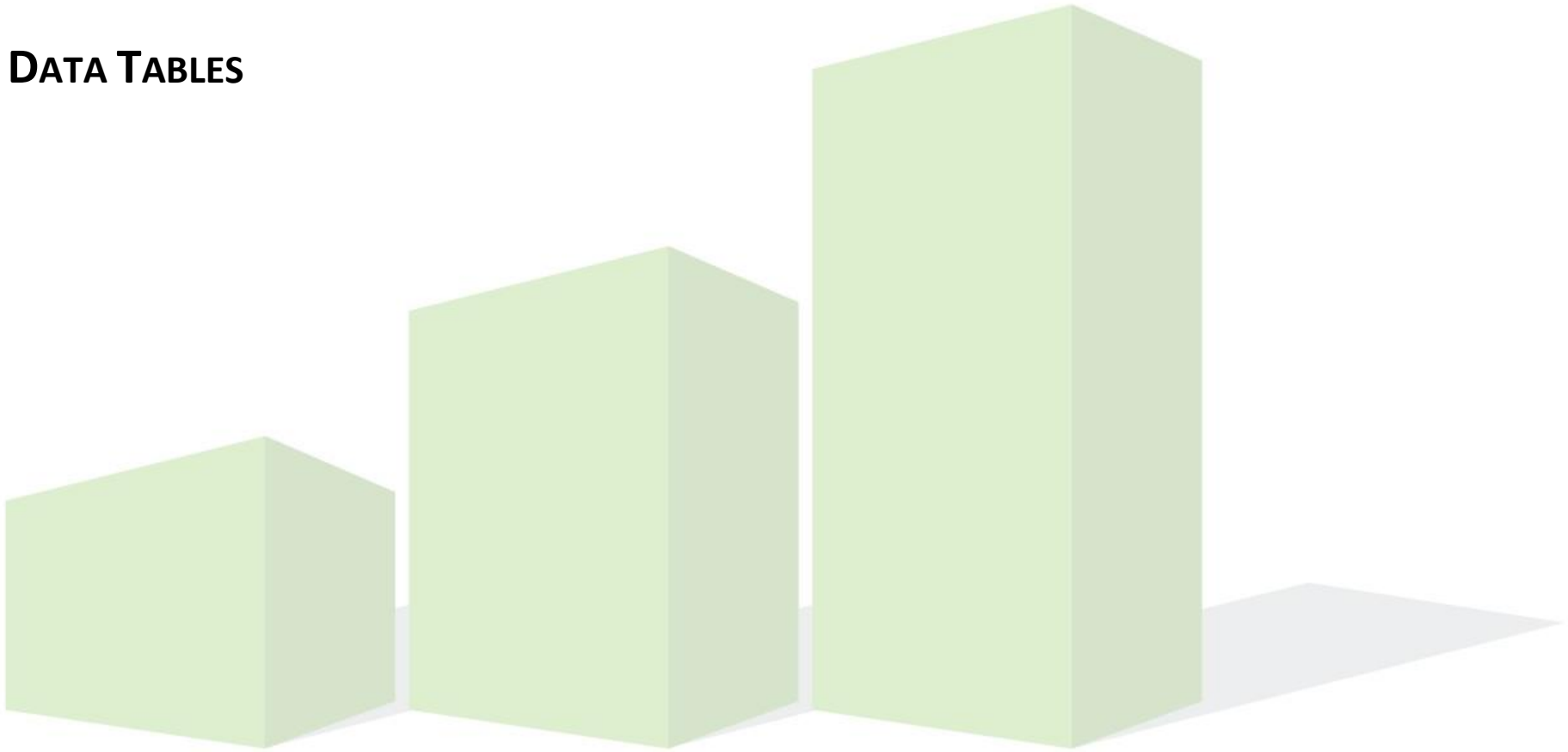
WOULD YOU USE A BIKE LOCKER OR BIKE RACK?
TOTAL RESPONSES (N=289)



Nearly two-thirds (62%) of Blue Bus passengers say they would be interested in a Park and Ride option. Native Americans (74%), those ages 18 to 49 (75%), those who speak both Spanish and English (84%), and those with lower household incomes are more likely than others to say they would be interested in a Park and Ride option.

Just over half (53%) of Blue Bus passengers say they would utilize a bike locker or bike rack at a Park and Ride location. Males (65%), Native Americans (74%), those ages 35 to 49 (67%), those without Internet access (63%), those without a working personal vehicle (61%), those with fewer household members, and those with lower income levels are more likely than others to say they would utilize a bike locker or bike rack.

IV. DATA TABLES



NUMBER OF DAYS PER WEEK PASSENGERS TYPICALLY RIDE THE BLUE BUS

QUESTION 1: HOW MANY DAYS PER WEEK DO YOU TYPICALLY RIDE THE BLUE BUS?

	TOTAL RESPONSES (N=361)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
NONE	3%	3%	4%	1%	8%	-	-	3%	1%	3%	11%	2%	7%	-	1%
1 DAY	9%	9%	7%	5%	19%	7%	4%	10%	6%	13%	8%	14%	8%	2%	5%
2 DAYS	12%	15%	9%	9%	10%	17%	7%	12%	19%	10%	8%	15%	7%	9%	13%
3 DAYS	14%	16%	13%	19%	6%	17%	9%	12%	19%	14%	16%	12%	18%	17%	16%
4 DAYS	19%	19%	20%	20%	22%	12%	31%	20%	17%	17%	14%	14%	20%	26%	21%
5 DAYS	35%	29%	44%	40%	30%	33%	47%	27%	26%	41%	38%	34%	31%	40%	35%
6 DAYS	1%	2%	1%	1%	1%	2%	-	-	2%	2%	-	-	-	2%	3%
7 DAYS	7%	9%	4%	7%	5%	12%	2%	15%	10%	2%	5%	8%	7%	4%	5%

	TOTAL RESPONSES (N=361)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
NONE	3%	3%	-	3%	2%	2%	4%	4%	-	4%	2%	4%	2%	4%	2%
1 DAY	9%	10%	12%	10%	9%	7%	12%	11%	4%	8%	11%	9%	8%	11%	9%
2 DAYS	12%	13%	14%	11%	13%	9%	16%	12%	11%	12%	13%	12%	11%	11%	12%
3 DAYS	14%	15%	18%	15%	17%	23%	13%	13%	17%	14%	15%	12%	17%	11%	15%
4 DAYS	19%	17%	12%	25%	12%	25%	25%	20%	21%	20%	17%	20%	18%	21%	18%
5 DAYS	35%	32%	41%	31%	35%	30%	29%	35%	36%	35%	32%	37%	33%	34%	35%
6 DAYS	1%	2%	-	-	1%	2%	-	1%	4%	*	3%	-	2%	1%	1%
7 DAYS	7%	9%	2%	5%	10%	2%	3%	5%	6%	7%	7%	6%	8%	7%	7%

* LESS THAN 1% REPORTED.

WOULD YOU RIDE THE BLUE BUS IF IT WERE AVAILABLE ON THE WEEKENDS?

QUESTION 2: WOULD YOU RIDE THE BLUE BUS ON THE WEEKEND IF SERVICES WERE AVAILABLE?

	TOTAL RESPONSES (N=358)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
YES	81%	81%	82%	78%	78%	95%	42%	93%	90%	83%	90%	94%	80%	83%	65%
NO	19%	19%	18%	22%	22%	5%	58%	7%	10%	17%	10%	6%	20%	17%	35%

	TOTAL RESPONSES (N=358)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
YES	81%	90%	88%	67%	92%	95%	64%	79%	82%	76%	91%	77%	85%	63%	90%
NO	19%	10%	12%	33%	8%	5%	36%	21%	18%	24%	9%	23%	15%	38%	10%

WOULD YOU RIDE THE BLUE BUS IF IT WERE AVAILABLE ON STATE AND FEDERAL HOLIDAYS?

QUESTION 3: WOULD YOU RIDE THE BLUE BUS ON STATE AND FEDERAL HOLIDAYS IF SERVICES WERE AVAILABLE?

	TOTAL RESPONSES (N=347)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
YES	78%	81%	74%	75%	76%	93%	37%	88%	89%	84%	77%	90%	77%	81%	63%
NO	22%	19%	26%	25%	24%	7%	63%	13%	11%	16%	23%	10%	23%	19%	37%

	TOTAL RESPONSES (N=347)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
YES	78%	88%	82%	66%	90%	82%	66%	73%	93%	72%	89%	74%	82%	66%	85%
NO	22%	12%	18%	34%	10%	18%	34%	27%	7%	28%	11%	26%	18%	34%	15%

DO YOU HAVE A WORKING PERSONAL VEHICLE?

QUESTION 4: DO YOU HAVE A WORKING PERSONAL VEHICLE?

	TOTAL RESPONSES (N=356)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
YES	35%	32%	39%	37%	44%	20%	35%	27%	25%	45%	32%	24%	49%	29%	39%
NO	65%	68%	61%	63%	56%	80%	65%	73%	75%	55%	68%	76%	51%	71%	61%

	TOTAL RESPONSES (N=356)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
YES	35%	15%	40%	84%	12%	28%	77%	37%	40%	46%	14%	43%	26%	100%	-
NO	65%	85%	60%	16%	88%	72%	23%	63%	60%	54%	86%	57%	74%	-	100%

PRIMARY REASONS FOR RIDING THE BUS

TOTAL RESPONSES (N=350)

QUESTION 5: WHAT ARE YOU PRIMARY REASONS FOR RIDING THE BUS RATHER THAN USING OTHER FORMS OF TRANSPORTATION?

DON'T HAVE A VEHICLE	56%
TO SAVE MONEY (IN GENERAL)	42%
GOOD FOR THE ENVIRONMENT	40%
DON'T HAVE A DRIVER'S LICENSE	30%
COST OF GAS	28%
MAINTENANCE COST	15%
AUTO INSURANCE COST/DON'T HAVE	9%
CONVENIENT	3%
VEHICLE IS BROKEN DOWN	2%
DISABLED	2%
OTHER (DID NOT SPECIFY)	1%
SOCIAL INTERACTION	1%
DON'T LIKE TO DRIVE	1%
ONLY ONE VEHICLE IN MY FAMILY	1%
TOO DANGEROUS FOR CYCLISTS ON THE ROAD	*
VEHICLE NOT REGISTERED	*
TOO FAR TO RIDE ON MOTORCYCLE	*
SAFER THAN DRIVING	*
SUPERVISE KIDS WHO USE THE BUS FROM SCHOOL	*
EXERCISE	*

* LESS THAN 1% REPORTED.

NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

Primary Reasons for Riding the Bus Today

Total Responses (n=359)

Question 6: What are your primary purposes for riding the bus today?

To get to work	49%
Necessity shopping	26%
Medical	23%
Recreation/social activities	19%
To get to school	15%
Leisure shopping	11%
To get home	4%
Get home from school	2%
To look for work	1%
Other (did not specify)	1%
Court/probation	1%
Connect to the train/another bus	1%
Get to the airport	1%
Convenience	*

* Less than 1% reported.

Note: Total sum exceeds 100% due to multiple responses.

WAYS OF HEARING ABOUT THE BLUE BUS

TOTAL RESPONSES (N=342)

QUESTION 7: HOW DID YOU HEAR ABOUT THE BLUE BUS?

FRIEND/FAMILY	72%
PRINT/NEWSPAPER ADS	18%
INTERNET	14%
RADIO	11%
COMMUNITY EVENT	6%
SAW THE BUS/SIGN AT BUS STOP	6%
PHONE BOOKS	5%
BEEN RIDING FOR YEARS	3%
OTHER (DID NOT SPECIFY)	1%
THROUGH WORK	1%
VAN POOL	*
TV	*

* LESS THAN 1% REPORTED.
NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

TYPICAL WAY OF GETTING TO THE BUS STOP

TOTAL RESPONSES (N=356)

QUESTION 8: HOW DO YOU USUALLY GET TO THE BUS STOP?

WALK	56%
DRIVE	17%
DROPPED OFF BY SOMEONE	11%
CONNECT WITH ANOTHER BUS	6%
RIDE MY BICYCLE	3%
CONNECT WITH RAIL RUNNER	2%
PICKED UP AT HOME WITH THE DEMAND SERVICE	2%
PICKED UP FROM SCHOOL	1%
RIDE WITH SOMEONE WHO PARKED	1%
ROLLER SKATES	*

* LESS THAN 1% REPORTED.

TOWN, COMMUNITY, OR PUEBLO RESIDING IN

TOTAL RESPONSES (N=301)

QUESTION 9: WHAT TOWN, COMMUNITY, OR PUEBLO DO YOU LIVE IN?

ESPANOLA	18%	OJO CALIENTE	1%
TAOS	16%	RANCHITOS	*
SANTA FE	5%	OJO SARCO	*
SAN ILDEFONSO	4%	CORDOVA	*
CHIMAYO	3%	SAN JUAN PUEBLO	*
QUESTA	3%	LAS TABLAS	*
CHAMA	3%	EL RITO	*
ELDORADO	3%	CANJILON	*
RANCHOS DE TAOS	3%	PAGOSA SPRINGS	*
TESQUE VILLAGE	3%	CHRIST DESERT MONASTERY	*
POJOAQUE	2%	LLANO QUEMADO	*
STANLEY	2%	RIO RANCHO	*
TRES PIEDRAS	2%	LA CIENEGA	*
SANTA CLARA PUEBLO	2%	LA CIENEGUILLA	*
EL RANCHO	2%	CERRILLOS	*
ALCALDE	2%	CANONCITO	*
MORIARTY	1%	TIJERAS	*
EDGEWOOD	1%	SUNSHINE VALLEY	*
CERRO	1%	COSTILLA	*
LOS ALAMOS	1%	CARSON	*
LA MESILLA	1%	LOS COLONIAS	*
ARROYO SECO	1%	CHAMISAL	*
TIERRA AMARILLA	1%	VADITO	*
DIXON	1%	TALPA	*
NAMBE	1%	CARSON ESTATES	*
RED RIVER	1%	THREE PEAKS	*
PENASCO	1%	TWO PEAKS MESA	*
CHAMITA	1%	HERNANDEZ	*
ESTANCIA	1%	LYDEN	*
OHKAY OWINGEH	1%	ALBUQUERQUE	*
SANTA CRUZ	1%	ARROYO HONDO	*
EL PRADO	1%		

* LESS THAN 1% REPORTED.

BLUE BUS ROUTE(S) RODE TODAY

TOTAL RESPONSES (N=345)

QUESTION 10: WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?

300 TAOS	19%
100 RIVERSIDE	16%
200 SANTA FE	13%
320 QUESTA	11%
220 TESUQUE	10%
110 WESTSIDE/CROSSTOWN	8%
DEMAND	8%
150 CHIMAYO	8%
160 SANTA CLARA	6%
280 ELDORADO	6%
230 SAN ILDEFONSO	6%
190 CHAMA	5%
305 TAOS EXPRESS	5%
290 EDGEWOOD	5%
340 CHILE LINE RED	5%
350 UNM TAOS	3%
210 POJOAQUE NAMBE	3%
400 LOS ALAMOS	3%
310 RED RIVER	3%
360 TRES PIEDRAS	2%
DEMAND POJOAQUE STUDENTS	2%
330 PENASCO	2%
370 CHILE RIDE	2%
180 EL RITO	1%
270 TURQUOISE TRAIL	1%
260 LA CIENEGA	1%
255 MOUNTAIN TRAIL ROUTE	*

* LESS THAN 1% REPORTED.

BLUE BUS ROUTES: ALL COMBINATIONS GIVEN

300 TAOS	8%
320 QUESTA	7%
280 ELDORADO	5%
DEMAND	5%
220 TESUQUE	5%
290 EDGEWOOD	5%
200 SANTA FE	3%
230 SAN ILDEFONSO	3%
100 RIVERSIDE	3%
150 CHIMAYO	3%
190 CHAMA	3%
160 SANTA CLARA	2%
305 TAOS EXPRESS	2%
340 CHILE LINE RED	2%
210 POJOAQUE NAMBE	2%
350 UNM TAOS	2%
360 TRES PIEDRAS	2%
400 LOS ALAMOS	2%
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN	1%
310 RED RIVER; 320 QUESTA	1%
DEMAND POJOAQUE	1%
200 SANTA FE; 300 TAOS	1%
310 RED RIVER	1%
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 200 SANTA FE	1%
100 RIVERSIDE; 150 CHIMAYO	1%
100 RIVERSIDE; 190 CHAMA	1%
100 RIVERSIDE; DEMAND	1%
270 TURQUOISE TRAIL	1%
300 TAOS; 320 QUESTA	1%
330 PENASCO	1%
100 RIVERSIDE; 200 SANTA FE; 300 TAOS	1%
100 RIVERSIDE; 300 TAOS	1%
110 WESTSIDE/CROSSTOWN	1%
110 WESTSIDE/CROSSTOWN; 150 CHIMAYO	1%
160 SANTA CLARA; 220 TESUQUE	1%
180 EL RITO	1%
200 SANTA FE; 220 TESUQUE	1%
300 TAOS; 305 TAOS EXPRESS	1%
300 TAOS; 330 PENASCO	1%
300 TAOS; 340 CHILE LINE RED; 350 UNM TAOS	1%
DEMAND; DEMAND POJOAQUE	1%
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 150 CHIMAYO	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 150 CHIMAYO; 160 SANTA CLARA; 180 EL RITO; 190 CHAMA; 200 SANTA FE; 210 POJOAQUE NAMBE	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 150 CHIMAYO; 160 SANTA CLARA; 190 CHAMA; 200 SANTA FE; 210 POJOAQUE NAMBE; 220 TESUQUE	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 150 CHIMAYO; 200 SANTA FE; 220 TESUQUE; 300 TAOS; 330 PENASCO	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 150 CHIMAYO; 300 TAOS; 330 PENASCO	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 160 SANTA CLARA	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 190 CHAMA	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 300 TAOS	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; 400 LOS ALAMOS	*
100 RIVERSIDE; 110 WESTSIDE/CROSSTOWN; DEMAND	*
100 RIVERSIDE; 150 CHIMAYO; 190 CHAMA; 200 SANTA FE; 300 TAOS	*
100 RIVERSIDE; 150 CHIMAYO; 200 SANTA FE	*
100 RIVERSIDE; 150 CHIMAYO; 200 SANTA FE; 220 TESUQUE; 300 TAOS	*
100 RIVERSIDE; 160 SANTA CLARA	*
100 RIVERSIDE; 160 SANTA CLARA; 200 SANTA FE	*
100 RIVERSIDE; 160 SANTA CLARA; 200 SANTA FE; 220 TESUQUE	*
100 RIVERSIDE; 160 SANTA CLARA; 220 TESUQUE; 340 CHILE LINE RED; 350 UNM TAOS	*
100 RIVERSIDE; 160 SANTA CLARA; DEMAND	*
100 RIVERSIDE; 180 EL RITO	*
100 RIVERSIDE; 200 SANTA FE; 220 TESUQUE; 305 TAOS EXPRESS	*
100 RIVERSIDE; 220 TESUQUE	*
100 RIVERSIDE; 305 TAOS EXPRESS	*
100 RIVERSIDE; 400 LOS ALAMOS	*
110 WESTSIDE/CROSSTOWN; 160 SANTA CLARA	*
110 WESTSIDE/CROSSTOWN; 160 SANTA CLARA; 200 SANTA FE; 210 POJOAQUE NAMBE; 220 TESUQUE; 230 SAN ILDEFONSO; 300 TAOS; 400 LOS ALAMOS	*
110 WESTSIDE/CROSSTOWN; 200 SANTA FE	*
110 WESTSIDE/CROSSTOWN; 200 SANTA FE; 260 LA CIENEGA; 280 ELDORADO	*
110 WESTSIDE/CROSSTOWN; DEMAND POJOAQUE	*
150 CHIMAYO; 160 SANTA CLARA; 190 CHAMA; 200 SANTA FE; 210 POJOAQUE NAMBE; 220 TESUQUE; 230 SAN ILDEFONSO	*
150 CHIMAYO; 210 POJOAQUE NAMBE	*
150 CHIMAYO; 400 LOS ALAMOS	*
160 SANTA CLARA; 200 SANTA FE; 220 TESUQUE	*
190 CHAMA; 200 SANTA FE	*
200 SANTA FE; 230 SAN ILDEFONSO	*
200 SANTA FE; 300 TAOS; 320 QUESTA	*
200 SANTA FE; 300 TAOS; 320 QUESTA; 360 TRES PIEDRAS	*
200 SANTA FE; 300 TAOS; 340 CHILE LINE RED	*
200 SANTA FE; 305 TAOS EXPRESS	*
200 SANTA FE; 305 TAOS EXPRESS; 340 CHILE LINE RED; 350 UNM TAOS	*
200 SANTA FE; 400 LOS ALAMOS	*
200 SANTA FE; DEMAND	*
220 TESUQUE; 230 SAN ILDEFONSO; 300 TAOS	*
220 TESUQUE; 300 TAOS	*
230 SAN ILDEFONSO; DEMAND	*
255 MOUNTAIN TRAIL ROUTE	*
260 LA CIENEGA	*
280 ELDORADO; 300 TAOS	*
300 TAOS; 305 TAOS EXPRESS; 320 QUESTA; 340 CHILE LINE RED; 370 CHILE RIDE	*
300 TAOS; 305 TAOS EXPRESS; 370 CHILE RIDE	*
300 TAOS; 310 RED RIVER; 320 QUESTA	*
300 TAOS; 320 QUESTA; 370 CHILE RIDE	*
300 TAOS; 340 CHILE LINE RED	*
300 TAOS; 350 UNM TAOS	*
300 TAOS; 360 TRES PIEDRAS	*
300 TAOS; 370 CHILE RIDE	*
305 TAOS EXPRESS; 320 QUESTA	*
340 CHILE LINE RED; 370 CHILE RIDE	*
350 UNM TAOS; 370 CHILE RIDE	*
370 CHILE RIDE	*

* LESS THAN 1% REPORTED.

DO YOU USE THE INFOPOINT BUS LOCATOR SERVICE?

QUESTION 11: DO YOU UTILIZE THE INFOPOINT BUS LOCATOR SERVICE?

	TOTAL RESPONSES (N=342)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
YES	40%	41%	36%	47%	31%	48%	21%	54%	43%	42%	40%	40%	36%	46%	41%
NO	60%	59%	64%	53%	69%	52%	79%	46%	57%	58%	60%	60%	64%	54%	59%

	TOTAL RESPONSES (N=342)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
YES	40%	43%	35%	47%	43%	42%	38%	37%	61%	38%	42%	39%	43%	34%	44%
NO	60%	57%	65%	53%	57%	58%	62%	63%	39%	62%	58%	61%	58%	66%	56%

WAYS OF ACCESSING INFOPOINT BUS LOCATOR SERVICE

QUESTION 12: HOW DO YOU ACCESS IT?

	TOTAL RESPONSES (N=118)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
NCRTD WEBSITE	45%	41%	47%	39%	61%	29%	33%	39%	57%	43%	56%	48%	48%	35%	50%
MYSTOPAPP	33%	39%	28%	32%	17%	48%	33%	29%	20%	38%	44%	37%	28%	39%	21%
TEXT MESSAGE	19%	16%	23%	25%	17%	19%	33%	29%	13%	19%	-	15%	20%	22%	21%
CALL	3%	2%	2%	2%	4%	5%	-	4%	7%	-	-	-	-	4%	7%
OTHER (DID NOT SPECIFY)	1%	2%	-	2%	-	-	-	-	3%	-	-	-	4%	-	-

	TOTAL RESPONSES (N=118)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
NCRTD WEBSITE	45%	38%	40%	59%	40%	41%	59%	50%	30%	51%	33%	44%	45%	56%	38%
MYSTOPAPP	33%	41%	20%	22%	38%	35%	21%	26%	48%	21%	53%	32%	33%	26%	37%
TEXT MESSAGE	19%	15%	40%	19%	15%	24%	21%	21%	13%	24%	11%	22%	16%	15%	21%
CALL	3%	5%	-	-	4%	-	-	2%	4%	3%	3%	2%	4%	3%	3%
OTHER (DID NOT SPECIFY)	1%	2%	-	-	2%	-	-	-	4%	1%	-	-	2%	-	1%

OTHER FORMS OF PUBLIC TRANSPORTATION UTILIZED

TOTAL RESPONSES (N=332)

QUESTION 13: WHAT OTHER FORMS OF PUBLIC TRANSPORTATION DO YOU USE?

NONE	36%
NM RAIL RUNNER	33%
RTD CHILE LINE	27%
SANTA FE TRAILS	26%
ATOMIC CITY TRANSIT	6%
TAXI	5%
PARK AND RIDE	3%
RIDE-SOURCING (UBER)	2%
OTHER (DID NOT SPECIFY)	1%
EXPRESS TO SANTA FE	1%
CITY BUS	1%
SOW	*
WE CARE	*
NM DOT RED AND GREEN LINES	*
OHKAY OWINGEH - POPAY	*
SSI TRANSPORT	*
ABQ TRANSIT	*

* LESS THAN 1% REPORTED.
NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: BUSES RUN ON TIME

QUESTION 14: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **BUSES RUN ON TIME**.

	TOTAL RESPONSES (N=355)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	67%	66%	67%	66%	63%	67%	34%	53%	76%	77%	76%	78%	75%	58%	53%
4	22%	21%	23%	22%	25%	24%	45%	41%	13%	17%	5%	13%	19%	28%	33%
3	7%	8%	9%	8%	10%	5%	18%	5%	6%	5%	11%	7%	4%	13%	9%
2	1%	2%	-	-	1%	2%	2%	-	-	-	5%	2%	-	-	1%
1 VERY DISSATISFIED	2%	2%	1%	4%	-	2%	-	2%	5%	1%	-	-	-	-	3%
NOT APPLICABLE	1%	1%	-	-	1%	-	-	-	-	1%	3%	-	2%	-	-
MEAN †	4.5	4.5	4.5	4.5	4.5	4.5	4.1	4.4	4.6	4.7	4.6	4.7	4.7	4.5	4.3

	TOTAL RESPONSES (N=355)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	67%	71%	68%	63%	76%	69%	59%	65%	70%	61%	75%	65%	69%	71%	65%
4	22%	19%	20%	30%	14%	18%	32%	24%	19%	28%	14%	26%	20%	22%	22%
3	7%	8%	8%	5%	9%	9%	6%	8%	9%	8%	8%	7%	8%	5%	9%
2	1%	1%	-	-	1%	-	-	1%	-	*	2%	-	2%	-	1%
1 VERY DISSATISFIED	2%	1%	4%	-	1%	2%	1%	1%	2%	1%	2%	1%	2%	-	3%
NOT APPLICABLE	1%	1%	-	2%	-	2%	1%	1%	-	1%	-	1%	-	2%	-
MEAN †	4.5	4.6	4.5	4.6	4.6	4.5	4.5	4.5	4.6	4.5	4.6	4.5	4.5	4.7	4.4

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: DRIVER IS HELPFUL AND FRIENDLY

QUESTION 15: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **DRIVER IS HELPFUL AND FRIENDLY**

	TOTAL RESPONSES (N=352)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	83%	81%	86%	86%	77%	83%	70%	83%	82%	90%	84%	89%	86%	83%	77%
4	10%	12%	8%	9%	14%	5%	25%	12%	9%	5%	8%	9%	6%	10%	15%
3	4%	4%	5%	2%	6%	12%	5%	3%	9%	3%	-	1%	5%	8%	4%
2	1%	1%	1%	1%	2%	-	-	2%	-	-	5%	1%	1%	-	1%
1 VERY DISSATISFIED	1%	1%	-	1%	-	-	-	-	1%	-	-	-	-	-	1%
NOT APPLICABLE	1%	1%	1%	1%	1%	-	-	-	-	2%	3%	-	2%	-	1%
MEAN †	4.8	4.7	4.8	4.8	4.7	4.7	4.7	4.8	4.7	4.9	4.8	4.9	4.8	4.8	4.7

	TOTAL RESPONSES (N=352)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	83%	82%	84%	90%	84%	84%	83%	82%	87%	82%	85%	84%	82%	85%	83%
4	10%	9%	12%	5%	7%	7%	12%	12%	7%	12%	7%	11%	10%	9%	10%
3	4%	7%	2%	-	8%	4%	-	5%	2%	4%	7%	2%	7%	3%	5%
2	1%	1%	-	3%	1%	-	3%	1%	2%	1%	1%	1%	1%	2%	*
1 VERY DISSATISFIED	1%	-	2%	-	-	2%	1%	*	-	*	-	1%	-	-	1%
NOT APPLICABLE	1%	1%	-	2%	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	*
MEAN †	4.8	4.7	4.8	4.9	4.8	4.8	4.8	4.8	4.8	4.8	4.8	4.8	4.7	4.8	4.7

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: DRIVER IS KNOWLEDGEABLE

QUESTION 16: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **DRIVER IS KNOWLEDGEABLE**.

	TOTAL RESPONSES (N=346)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	79%	80%	78%	80%	72%	86%	66%	76%	78%	84%	83%	83%	83%	83%	74%
4	14%	13%	15%	13%	18%	12%	27%	17%	12%	11%	11%	14%	12%	9%	16%
3	2%	1%	4%	3%	3%	-	5%	2%	5%	1%	-	1%	1%	6%	1%
2	2%	2%	3%	2%	4%	2%	-	3%	2%	3%	3%	2%	1%	-	5%
1 VERY DISSATISFIED	1%	1%	-	1%	-	-	-	-	2%	-	-	-	-	-	1%
NOT APPLICABLE	1%	2%	-	-	2%	-	2%	2%	-	1%	3%	-	2%	2%	1%
MEAN †	4.7	4.7	4.7	4.7	4.6	4.8	4.6	4.7	4.6	4.8	4.8	4.8	4.8	4.8	4.6

	TOTAL RESPONSES (N=346)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	79%	80%	79%	82%	85%	76%	77%	77%	87%	75%	84%	77%	81%	80%	78%
4	14%	13%	10%	10%	8%	13%	15%	16%	9%	17%	11%	16%	13%	13%	16%
3	2%	3%	4%	-	3%	4%	1%	2%	2%	3%	2%	3%	2%	1%	3%
2	2%	2%	4%	3%	3%	2%	3%	2%	2%	2%	3%	2%	2%	3%	2%
1 VERY DISSATISFIED	1%	1%	2%	-	1%	2%	-	1%	-	1%	-	1%	1%	-	1%
NOT APPLICABLE	1%	1%	-	5%	-	2%	4%	2%	-	2%	-	1%	1%	3%	*
MEAN †	4.7	4.7	4.6	4.8	4.7	4.6	4.7	4.7	4.8	4.7	4.8	4.7	4.7	4.8	4.7

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: DRIVER ANNOUNCES BUS STOPS

QUESTION 17: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **DRIVER ANNOUNCES BUS STOPS.**

	TOTAL RESPONSES (N=344)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	56%	55%	52%	57%	45%	53%	35%	49%	66%	58%	59%	68%	54%	49%	48%
4	15%	16%	14%	16%	13%	16%	26%	14%	12%	14%	12%	14%	19%	19%	8%
3	10%	10%	11%	6%	12%	18%	9%	18%	7%	10%	6%	5%	9%	15%	12%
2	6%	6%	9%	7%	7%	9%	12%	7%	5%	7%	3%	3%	5%	9%	11%
1 VERY DISSATISFIED	5%	5%	4%	7%	3%	4%	16%	5%	5%	1%	3%	1%	2%	2%	11%
NOT APPLICABLE	8%	8%	9%	6%	19%	-	2%	7%	5%	10%	18%	9%	11%	6%	10%
MEAN †	4.2	4.2	4.1	4.2	4.1	4.1	3.5	4.0	4.4	4.3	4.5	4.6	4.3	4.1	3.8

	TOTAL RESPONSES (N=344)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	56%	59%	54%	50%	66%	49%	44%	53%	61%	51%	62%	51%	61%	55%	55%
4	15%	13%	14%	22%	9%	20%	18%	17%	14%	19%	10%	18%	12%	18%	14%
3	10%	10%	14%	7%	10%	11%	10%	11%	9%	8%	14%	10%	10%	8%	11%
2	6%	7%	8%	5%	7%	4%	8%	6%	11%	7%	7%	7%	6%	5%	7%
1 VERY DISSATISFIED	5%	3%	4%	5%	2%	7%	5%	5%	2%	6%	1%	7%	2%	3%	6%
NOT APPLICABLE	8%	8%	6%	12%	7%	9%	15%	9%	2%	9%	7%	7%	10%	11%	7%
MEAN †	4.2	4.3	4.1	4.2	4.4	4.1	4.0	4.2	4.2	4.1	4.3	4.1	4.4	4.3	4.1

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: DRIVER OBEYS AND ENFORCES SAFETY RULES

QUESTION 18: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **DRIVER OBEYS AND ENFORCES SAFETY RULES.**

	TOTAL RESPONSES (N=347)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	82%	80%	80%	82%	77%	82%	66%	80%	83%	85%	78%	82%	84%	81%	79%
4	11%	11%	12%	12%	16%	7%	20%	14%	9%	10%	11%	11%	10%	13%	12%
3	4%	4%	5%	3%	4%	5%	11%	5%	5%	1%	3%	3%	4%	6%	5%
2	2%	2%	2%	2%	1%	4%	2%	-	2%	3%	3%	2%	-	-	4%
1 VERY DISSATISFIED	*	1%	-	-	-	2%	-	-	1%	-	-	-	-	-	-
NOT APPLICABLE	1%	1%	1%	-	2%	-	-	-	-	1%	5%	1%	2%	-	-
MEAN †	4.7	4.7	4.7	4.7	4.7	4.6	4.5	4.8	4.7	4.8	4.7	4.7	4.8	4.8	4.7

	TOTAL RESPONSES (N=347)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	82%	82%	81%	84%	83%	75%	86%	79%	84%	79%	83%	79%	84%	85%	79%
4	11%	10%	15%	11%	9%	16%	9%	14%	7%	14%	7%	13%	10%	11%	11%
3	4%	4%	4%	2%	4%	5%	3%	5%	5%	4%	5%	5%	3%	1%	5%
2	2%	3%	-	2%	3%	2%	1%	2%	5%	1%	4%	1%	3%	1%	3%
1 VERY DISSATISFIED	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*
NOT APPLICABLE	1%	1%	-	2%	1%	2%	1%	1%	-	1%	1%	1%	1%	2%	*
MEAN †	4.7	4.7	4.8	4.8	4.7	4.7	4.8	4.7	4.7	4.7	4.7	4.7	4.8	4.8	4.7

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: ACCURACY OF SCHEDULES

QUESTION 19: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **ACCURACY OF SCHEDULES**.

	TOTAL RESPONSES (N=346)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	66%	63%	66%	66%	61%	66%	49%	64%	68%	67%	75%	74%	68%	58%	59%
4	20%	22%	19%	22%	20%	21%	28%	21%	21%	22%	3%	14%	21%	28%	20%
3	9%	9%	8%	6%	11%	9%	16%	10%	5%	6%	11%	7%	9%	9%	8%
2	2%	2%	3%	2%	2%	2%	2%	3%	2%	3%	-	2%	-	2%	7%
1 VERY DISSATISFIED	2%	3%	1%	2%	3%	2%	2%	2%	4%	-	6%	1%	1%	2%	1%
NOT APPLICABLE	1%	1%	3%	1%	2%	-	2%	-	-	2%	6%	1%	1%	-	4%
MEAN †	4.5	4.4	4.5	4.5	4.4	4.5	4.2	4.4	4.5	4.6	4.5	4.6	4.6	4.4	4.4

	TOTAL RESPONSES (N=346)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	66%	70%	62%	62%	75%	62%	57%	62%	67%	63%	69%	65%	67%	70%	63%
4	20%	15%	26%	25%	12%	22%	26%	22%	22%	21%	18%	20%	19%	21%	19%
3	9%	8%	8%	8%	7%	7%	12%	9%	7%	10%	7%	10%	7%	4%	12%
2	2%	2%	2%	3%	2%	2%	3%	3%	2%	2%	3%	2%	3%	3%	2%
1 VERY DISSATISFIED	2%	2%	2%	2%	2%	2%	1%	2%	-	2%	1%	2%	2%	1%	3%
NOT APPLICABLE	1%	3%	-	-	1%	4%	1%	2%	2%	1%	3%	1%	2%	2%	1%
MEAN †	4.5	4.5	4.4	4.4	4.6	4.5	4.4	4.4	4.6	4.4	4.5	4.5	4.5	4.6	4.4

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS::
SCHEDULE(S) IS/ARE EASILY AVAILABLE

QUESTION 20: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **SCHEDULE(S) IS/ARE EASILY AVAILABLE**.

	TOTAL RESPONSES (N=346)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	67%	64%	68%	67%	61%	73%	47%	66%	70%	71%	72%	72%	68%	63%	64%
4	18%	21%	15%	22%	16%	18%	37%	19%	20%	17%	3%	15%	17%	17%	23%
3	8%	7%	9%	7%	10%	5%	7%	10%	5%	8%	6%	6%	10%	15%	4%
2	4%	4%	4%	1%	10%	2%	2%	2%	5%	3%	11%	5%	4%	4%	3%
1 VERY DISSATISFIED	1%	1%	2%	2%	1%	2%	5%	2%	1%	-	3%	1%	-	-	3%
NOT APPLICABLE	1%	2%	1%	1%	2%	-	2%	2%	-	1%	6%	1%	1%	-	4%
MEAN †	4.5	4.5	4.4	4.5	4.3	4.6	4.2	4.5	4.5	4.6	4.4	4.5	4.5	4.4	4.5

	TOTAL RESPONSES (N=346)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	67%	68%	72%	66%	68%	73%	64%	65%	67%	63%	74%	62%	72%	69%	66%
4	18%	17%	16%	17%	17%	16%	16%	20%	20%	22%	12%	20%	16%	17%	19%
3	8%	6%	8%	10%	6%	7%	14%	7%	9%	7%	6%	10%	5%	7%	8%
2	4%	5%	2%	5%	6%	-	4%	5%	-	5%	4%	5%	4%	3%	5%
1 VERY DISSATISFIED	1%	1%	2%	-	-	2%	-	2%	2%	1%	2%	2%	1%	2%	1%
NOT APPLICABLE	1%	2%	-	2%	1%	2%	3%	2%	2%	1%	2%	1%	2%	3%	1%
MEAN †	4.5	4.5	4.5	4.5	4.5	4.6	4.4	4.4	4.5	4.4	4.6	4.4	4.6	4.5	4.4

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: ROUTE SCHEDULE INFORMATION IS EASY TO USE

QUESTION 21: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **ROUTE SCHEDULE INFORMATION IS EASY TO USE**.

	TOTAL RESPONSES (N=347)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	65%	63%	65%	64%	61%	70%	47%	67%	67%	67%	66%	72%	63%	60%	64%
4	17%	19%	14%	20%	11%	18%	16%	16%	21%	15%	9%	10%	20%	21%	14%
3	9%	7%	11%	8%	15%	5%	14%	10%	2%	12%	11%	11%	9%	13%	7%
2	3%	3%	4%	2%	5%	4%	9%	3%	2%	4%	-	3%	2%	4%	4%
1 VERY DISSATISFIED	3%	3%	2%	3%	1%	4%	5%	2%	6%	1%	-	1%	-	-	7%
NOT APPLICABLE	3%	5%	3%	3%	7%	-	9%	2%	1%	1%	14%	2%	6%	2%	4%
MEAN †	4.4	4.4	4.4	4.5	4.4	4.5	4.0	4.5	4.4	4.5	4.6	4.5	4.5	4.4	4.3

	TOTAL RESPONSES (N=347)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	65%	69%	68%	58%	71%	69%	58%	65%	58%	61%	72%	64%	65%	60%	66%
4	17%	12%	20%	18%	12%	22%	19%	15%	22%	20%	9%	19%	14%	21%	15%
3	9%	9%	8%	10%	9%	2%	10%	10%	9%	9%	9%	8%	10%	9%	10%
2	3%	4%	-	5%	3%	2%	4%	3%	7%	3%	5%	4%	4%	4%	3%
1 VERY DISSATISFIED	3%	2%	2%	2%	2%	2%	1%	2%	4%	3%	2%	2%	3%	2%	3%
NOT APPLICABLE	3%	4%	2%	7%	3%	2%	8%	5%	-	4%	3%	3%	4%	4%	3%
MEAN †	4.4	4.5	4.6	4.4	4.5	4.6	4.4	4.4	4.2	4.4	4.5	4.4	4.4	4.4	4.4

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: POSTED SIGNS AT BUS STOP

QUESTION 22: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **POSTED SIGNS AT BUS STOP**.

	TOTAL RESPONSES (N=343)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	64%	61%	64%	68%	55%	58%	51%	62%	69%	65%	60%	66%	66%	57%	61%
4	17%	20%	15%	18%	15%	21%	19%	21%	14%	17%	14%	19%	14%	21%	15%
3	8%	9%	8%	6%	15%	7%	14%	9%	3%	11%	9%	8%	6%	9%	8%
2	4%	5%	5%	3%	7%	5%	7%	2%	8%	4%	3%	2%	6%	8%	6%
1 VERY DISSATISFIED	4%	3%	5%	1%	2%	9%	5%	7%	5%	2%	3%	3%	4%	4%	6%
NOT APPLICABLE	3%	2%	4%	4%	5%	-	5%	-	3%	1%	11%	1%	4%	2%	4%
MEAN †	4.4	4.3	4.3	4.6	4.2	4.1	4.1	4.3	4.4	4.4	4.4	4.4	4.4	4.2	4.3

	TOTAL RESPONSES (N=343)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	64%	67%	65%	49%	72%	59%	53%	59%	75%	61%	69%	61%	66%	63%	64%
4	17%	14%	14%	24%	11%	14%	22%	18%	16%	18%	14%	17%	17%	18%	16%
3	8%	8%	6%	17%	6%	9%	13%	10%	5%	10%	5%	9%	7%	9%	7%
2	4%	4%	8%	5%	4%	11%	3%	5%	2%	5%	5%	5%	4%	4%	5%
1 VERY DISSATISFIED	4%	4%	2%	3%	4%	2%	5%	4%	2%	3%	5%	5%	2%	3%	5%
NOT APPLICABLE	3%	4%	4%	2%	3%	5%	4%	4%	-	3%	3%	2%	3%	3%	3%
MEAN †	4.4	4.4	4.4	4.1	4.5	4.2	4.2	4.3	4.6	4.3	4.4	4.3	4.5	4.4	4.3

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: PERSONAL SAFETY ON BUS

QUESTION 23: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **PERSONAL SAFETY ON BUS**.

	TOTAL RESPONSES (N=348)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	80%	80%	80%	84%	76%	77%	68%	78%	84%	82%	81%	85%	78%	79%	76%
4	15%	14%	14%	11%	17%	18%	27%	14%	11%	15%	11%	10%	16%	19%	17%
3	3%	4%	4%	3%	4%	5%	5%	7%	1%	2%	5%	3%	4%	2%	4%
2	1%	1%	1%	1%	1%	-	-	-	2%	-	-	-	1%	-	1%
1 VERY DISSATISFIED	1%	1%	1%	2%	-	-	-	2%	1%	1%	-	1%	-	-	1%
NOT APPLICABLE	*	1%	-	-	1%	-	-	-	-	-	3%	-	1%	-	-
MEAN †	4.7	4.7	4.7	4.7	4.7	4.7	4.6	4.7	4.7	4.8	4.8	4.8	4.7	4.8	4.7

	TOTAL RESPONSES (N=348)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	80%	84%	84%	73%	86%	82%	74%	78%	80%	77%	84%	78%	82%	77%	81%
4	15%	11%	12%	22%	9%	11%	20%	16%	13%	16%	12%	15%	14%	18%	13%
3	3%	4%	2%	2%	4%	2%	4%	4%	4%	4%	4%	4%	4%	3%	4%
2	1%	1%	2%	-	1%	2%	-	1%	-	1%	-	1%	-	-	1%
1 VERY DISSATISFIED	1%	1%	-	3%	1%	-	3%	1%	2%	1%	-	1%	1%	2%	*
NOT APPLICABLE	*	1%	-	-	-	2%	-	*	-	*	-	1%	-	1%	-
MEAN †	4.7	4.8	4.8	4.6	4.8	4.8	4.6	4.7	4.7	4.7	4.8	4.7	4.8	4.7	4.7

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: CLEANLINESS OF BUS

QUESTION 24: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **CLEANLINESS OF BUS.**

	TOTAL RESPONSES (N=348)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	77%	75%	77%	79%	71%	81%	73%	85%	79%	75%	71%	79%	72%	83%	81%
4	14%	15%	15%	14%	17%	11%	20%	12%	12%	15%	14%	9%	23%	15%	9%
3	5%	6%	4%	3%	8%	5%	7%	2%	4%	7%	6%	8%	4%	2%	5%
2	2%	3%	1%	3%	1%	2%	-	2%	2%	2%	3%	2%	-	-	3%
1 VERY DISSATISFIED	1%	1%	1%	1%	1%	2%	-	-	2%	1%	-	1%	-	-	-
NOT APPLICABLE	1%	1%	1%	-	2%	-	-	-	-	-	6%	-	1%	-	1%
MEAN †	4.7	4.6	4.7	4.7	4.6	4.7	4.7	4.8	4.6	4.6	4.6	4.6	4.7	4.8	4.7

	TOTAL RESPONSES (N=348)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	77%	82%	80%	67%	84%	82%	69%	78%	69%	73%	85%	77%	78%	72%	80%
4	14%	11%	12%	21%	10%	7%	19%	14%	20%	17%	9%	17%	13%	18%	12%
3	5%	4%	6%	7%	3%	4%	8%	4%	9%	6%	4%	4%	7%	7%	5%
2	2%	2%	2%	3%	1%	4%	3%	2%	2%	2%	2%	1%	2%	2%	2%
1 VERY DISSATISFIED	1%	1%	-	2%	1%	-	1%	*	-	1%	-	1%	1%	1%	1%
NOT APPLICABLE	1%	1%	-	-	1%	2%	-	1%	-	1%	-	1%	-	1%	*
MEAN †	4.7	4.7	4.7	4.5	4.8	4.7	4.5	4.7	4.6	4.6	4.8	4.7	4.6	4.6	4.7

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: BUSES ARE WELL MAINTAINED

QUESTION 25: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **BUSES ARE WELL MAINTAINED.**

	TOTAL RESPONSES (N=346)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	71%	75%	63%	70%	64%	77%	64%	68%	78%	67%	73%	77%	69%	67%	70%
4	18%	18%	20%	18%	26%	14%	26%	25%	10%	20%	14%	13%	19%	27%	19%
3	5%	3%	7%	6%	3%	4%	2%	5%	2%	6%	5%	7%	5%	-	4%
2	3%	2%	5%	2%	3%	4%	5%	-	2%	5%	5%	3%	4%	4%	4%
1 VERY DISSATISFIED	2%	2%	3%	2%	2%	2%	-	2%	6%	1%	-	-	1%	2%	3%
NOT APPLICABLE	1%	1%	1%	2%	1%	-	2%	-	1%	1%	3%	-	2%	-	-
MEAN †	4.5	4.6	4.4	4.6	4.5	4.6	4.5	4.6	4.5	4.5	4.6	4.6	4.5	4.5	4.5

	TOTAL RESPONSES (N=346)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	71%	76%	71%	57%	79%	77%	58%	67%	80%	64%	81%	68%	73%	62%	75%
4	18%	17%	18%	23%	15%	11%	23%	20%	16%	24%	10%	20%	18%	20%	17%
3	5%	3%	6%	7%	1%	7%	8%	5%	5%	5%	4%	5%	4%	7%	3%
2	3%	2%	-	10%	2%	-	8%	4%	-	3%	4%	3%	4%	7%	2%
1 VERY DISSATISFIED	2%	2%	4%	2%	2%	2%	1%	2%	-	2%	1%	2%	2%	2%	2%
NOT APPLICABLE	1%	1%	-	2%	-	2%	1%	2%	-	2%	-	2%	1%	3%	*
MEAN †	4.5	4.6	4.5	4.3	4.7	4.7	4.3	4.5	4.8	4.5	4.7	4.5	4.6	4.4	4.6

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: CONNECTION WITH OTHER BLUE BUSES OR OTHER SERVICES

QUESTION 26: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **CONNECTION WITH OTHER BLUE BUSES OR OTHER SERVICES**.

	TOTAL RESPONSES (N=343)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	57%	54%	57%	61%	48%	58%	42%	61%	66%	55%	63%	64%	50%	52%	58%
4	16%	17%	15%	14%	17%	24%	16%	23%	16%	14%	11%	16%	12%	21%	14%
3	7%	6%	8%	6%	6%	7%	12%	7%	4%	7%	6%	7%	7%	8%	6%
2	1%	2%	1%	1%	-	4%	-	2%	2%	1%	-	-	1%	2%	3%
1 VERY DISSATISFIED	2%	3%	1%	1%	3%	2%	2%	-	5%	1%	3%	1%	1%	2%	1%
NOT APPLICABLE	17%	17%	19%	17%	26%	5%	28%	7%	7%	23%	17%	11%	28%	15%	18%
MEAN †	4.5	4.4	4.6	4.6	4.4	4.4	4.3	4.5	4.5	4.6	4.6	4.6	4.5	4.4	4.5

	TOTAL RESPONSES (N=343)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	57%	63%	63%	36%	67%	69%	37%	53%	67%	52%	64%	55%	60%	48%	61%
4	16%	15%	18%	15%	13%	20%	16%	17%	9%	16%	16%	18%	14%	12%	18%
3	7%	6%	4%	8%	6%	2%	9%	7%	9%	8%	6%	6%	8%	7%	7%
2	1%	1%	-	2%	1%	2%	1%	2%	-	1%	2%	1%	2%	2%	1%
1 VERY DISSATISFIED	2%	3%	2%	-	4%	2%	-	2%	-	1%	2%	1%	2%	1%	3%
NOT APPLICABLE	17%	11%	12%	39%	10%	4%	36%	19%	16%	21%	10%	20%	14%	30%	10%
MEAN †	4.5	4.5	4.6	4.4	4.5	4.6	4.4	4.4	4.7	4.5	4.6	4.5	4.5	4.5	4.5

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: RESPONSE OF TELEPHONE REPRESENTATIVE

QUESTION 27: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **RESPONSE OF TELEPHONE REPRESENTATIVE**.

	TOTAL RESPONSES (N=341)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	54%	51%	50%	57%	41%	64%	48%	52%	54%	55%	68%	62%	51%	44%	55%
4	15%	15%	16%	20%	13%	13%	19%	16%	20%	14%	6%	14%	10%	21%	14%
3	9%	9%	9%	5%	10%	13%	12%	9%	6%	7%	9%	7%	10%	10%	6%
2	3%	2%	4%	2%	3%	4%	2%	3%	4%	2%	6%	2%	5%	4%	3%
1 VERY DISSATISFIED	5%	5%	4%	3%	6%	4%	2%	5%	4%	7%	3%	6%	2%	2%	7%
NOT APPLICABLE	15%	17%	16%	12%	27%	4%	17%	16%	13%	15%	9%	9%	22%	19%	15%
MEAN †	4.3	4.3	4.2	4.4	4.1	4.3	4.3	4.2	4.3	4.3	4.4	4.4	4.3	4.3	4.3

	TOTAL RESPONSES (N=341)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	54%	61%	57%	35%	63%	50%	36%	51%	53%	47%	65%	49%	60%	44%	58%
4	15%	12%	18%	19%	9%	20%	18%	16%	18%	19%	10%	20%	10%	17%	14%
3	9%	9%	4%	5%	11%	9%	4%	6%	16%	7%	9%	9%	7%	4%	11%
2	3%	4%	-	4%	4%	-	3%	3%	2%	2%	6%	1%	5%	3%	3%
1 VERY DISSATISFIED	5%	4%	2%	11%	4%	5%	8%	6%	2%	5%	3%	4%	5%	7%	4%
NOT APPLICABLE	15%	10%	18%	26%	8%	16%	31%	18%	9%	19%	7%	17%	12%	24%	10%
MEAN †	4.3	4.3	4.6	3.9	4.3	4.3	4.0	4.3	4.3	4.3	4.4	4.3	4.3	4.2	4.3

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

OVERALL SATISFACTION WITH BLUE BUS

QUESTION 28: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **WHAT IS YOUR OVERALL SATISFACTION WITH BLUE BUS.**

	TOTAL RESPONSES (N=338)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
5 VERY SATISFIED	74%	74%	71%	78%	62%	76%	68%	67%	77%	75%	74%	77%	68%	74%	75%
4	20%	18%	23%	16%	30%	18%	23%	28%	16%	20%	15%	19%	26%	20%	17%
3	4%	4%	4%	3%	3%	-	7%	5%	-	5%	3%	2%	4%	2%	5%
2	1%	1%	1%	-	1%	2%	-	-	1%	-	3%	1%	-	-	1%
1 VERY DISSATISFIED	1%	2%	-	1%	1%	4%	2%	-	4%	-	3%	1%	-	2%	1%
NOT APPLICABLE	1%	1%	1%	1%	2%	-	-	-	1%	1%	3%	-	3%	2%	-
MEAN †	4.7	4.6	4.7	4.7	4.5	4.6	4.5	4.6	4.6	4.7	4.6	4.7	4.7	4.7	4.6

	TOTAL RESPONSES (N=338)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
5 VERY SATISFIED	74%	78%	69%	66%	80%	80%	60%	70%	84%	70%	80%	71%	77%	74%	73%
4	20%	15%	27%	29%	13%	14%	35%	23%	11%	24%	13%	23%	17%	21%	19%
3	4%	3%	2%	5%	3%	2%	6%	4%	4%	4%	3%	4%	2%	4%	4%
2	1%	1%	-	-	1%	-	-	*	-	-	2%	-	1%	-	1%
1 VERY DISSATISFIED	1%	1%	2%	-	1%	2%	-	2%	-	1%	2%	1%	2%	1%	2%
NOT APPLICABLE	1%	2%	-	-	1%	2%	-	1%	-	1%	1%	1%	1%	1%	1%
MEAN †	4.7	4.7	4.6	4.6	4.7	4.7	4.5	4.6	4.8	4.6	4.7	4.7	4.7	4.7	4.6

* LESS THAN 1% REPORTED.

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

INTEREST IN PARK AND RIDE OPTION

QUESTION 29: WOULD YOU BE INTERESTED IN A PARK AND RIDE OPTION?

	TOTAL RESPONSES (N=286)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
YES	62%	65%	60%	65%	55%	74%	38%	75%	75%	64%	46%	65%	66%	54%	59%
NO	38%	35%	40%	35%	45%	26%	62%	25%	25%	36%	54%	35%	34%	46%	41%

	TOTAL RESPONSES (N=286)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
YES	62%	66%	74%	63%	72%	62%	57%	58%	84%	60%	65%	64%	62%	62%	64%
NO	38%	34%	26%	37%	28%	38%	43%	42%	16%	40%	35%	36%	38%	38%	36%

INTEREST IN A BIKE LOCKER OR BIKE RACK

QUESTION 30: WOULD YOU UTILIZE A BIKE LOCKER OR BIKE RACK AT A PARK AND RIDE LOCATION TO LOCK UP YOUR BICYCLE?

	TOTAL RESPONSES (N=289)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
YES	53%	65%	39%	50%	45%	74%	39%	57%	67%	51%	39%	64%	54%	43%	47%
NO	47%	35%	61%	50%	55%	26%	61%	43%	33%	49%	61%	36%	46%	57%	53%

	TOTAL RESPONSES (N=289)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
YES	53%	64%	50%	40%	67%	51%	42%	48%	72%	48%	63%	53%	53%	37%	61%
NO	47%	36%	50%	60%	33%	49%	58%	52%	28%	52%	37%	47%	47%	63%	39%

COMMENTS OR SUGGESTIONS

DO YOU HAVE ANY OTHER COMMENTS OR SUGGESTIONS ABOUT THE BLUE BUS SERVICE?

POSITIVE, IN GENERAL

- BLUE BUS IS GREAT FOR COMMUNITY! PLEASE DON'T STOP RUNNING.
- BLUE BUS IS THE BEST!
- BLUE BUSES ARE AWESOME. THANKS NCRTD!
- BUS IS VERY GOOD FOR COMMUTING TO AND FROM WORK.
- CONTINUE BUS SERVICE.
- EVERYTHING IS FINE.
- EVERYTHING IS GOOD. THANK YOU.
- EVERYTHING IS NICE. I ENJOY THE BUS RIDE. THANK YOU.
- GOOD BUS.
- GOOD FOR OUR COMMUNITY!
- GOOD RIDES.
- GOOD SERVICE (N=7)
- GOOD WORK.
- GREAT DRIVERS.
- I AM THANKFUL IT IS AVAILABLE. WITH PRICES IN SANTA FE AND MEDICAL BILLS IT IS DIFFICULT TO SURVIVE WITHOUT THIS SERVICE.
- I AM VERY GLAD THAT THE PEOPLE STARTED THE BLUE BUS BECAUSE IT HELPS THE PEOPLE WITHOUT.
- I JUST STARTED RIDING THE BUS. SO FAR SO GOOD.
- I LIKE RTD. AS THEY SAY IN USA, SMOOTH. THANK YOU BLUE BUS.
- I LIKE THE FACT THAT THESE QUESTIONS ARE ASKED. BLUE BUS IS A GREAT IDEA!
- I LOVE THE BUS SERVICE. I HAVE BEEN A RIDER ABOUT ONE YEAR NOW. PLEASE CONTINUE SERVICE.
- I THANK GOD EVERY DAY FOR THE BLUE BUS! THANK YOU!
- I'M GLAD THEIR SERVICE IS AVAILABLE.
- IT IS PRETTY COOL MOST OF THE TIME.
- KEEP UP THE GOOD WORK (N=2)
- KEEP UP THE GREAT JOB.
- LOVE THIS SERVICE. THANKS!
- MY COMMENT IS THAT I APPRECIATE ALL THEY'RE DOING FOR ME TO BE ABLE TO GO TO WORK.
- SI DECIRLES TIENEN UN GRAN SERVICIO DE AYUDA A LA COMUNIDAD Y TAMBIEN NOSOTROS PENSAR EN USTEDES PARA AGRADECERLES CON DE AYUDA COMUNITARIA GRACIAS TODO Y QUE DIOS LOS BENDIGO POR SIEMPRE.
- SINCE EVERYWHERE HAS MUSIC, MUSIC ON BUSES WAS DISCREET AND AT TIMES QUITE APPROPRIATE! I.E. LATIN OR WESTERN
- THANK GOD FOR THE BLUE BUS. THANK YOU TAOS.

POSITIVE, IN GENERAL (CONTINUED)

- THANK YOU FOR THE RIDES. THEY ARE REALLY APPRECIATED.
- THANK YOU FOR THE RIDES. THEY TRULY DO HELP.
- THANK YOU SO MUCH.
- THANK YOU!
- THANKS FOR ALL!
- THE BLUE BUS IS VERY USEFUL TO ME AS IT HELPS ME GET AROUND TO TAOS, QUESTA, AND RED RIVER.
- THE BUS IS VERY HELPFUL.
- THE CHILE LINE IS A GREAT WAY AND A VERY HELPFUL TRANSPORTATION.
- THE POJOAQUE LINE SAVES MY LIFE. IT IS MY LIFELINE.
- THEY HAVE ALWAYS BEEN USEFUL TO ME.
- THIS ROUTE IS VERY HELPFUL. THANK YOU FOR YOUR SERVICES.
- VERY GOOD SERVICE!
- VERY GOOD SOURCE OF TRANSPORTATION FOR OUR COMMUNITY. THANKS.
- VERY GRATEFUL FOR ALL YOUR HELP.
- VERY HELPFUL!
- VERY SATISFIED.

DRIVERS

- 100% ON TIME. RUBEL IS GOOD AND ON TIME.
- ALL OF THE DEMAND DRIVERS ARE GREAT, ESPECIALLY PATRICK. HE IS JUST THE GREATEST. HE HAS GREAT CUSTOMER SERVICE AND A GREAT PERSONALITY ALL AROUND.
- ALL OF THE DEMAND DRIVERS THAT PICK ME UP ARE AWESOME. KEEP THOSE DEMAND DRIVERS AND YOU WILL KEEP UP THE GOOD WORK.
- BUS DRIVERS ARE ALWAYS FRIENDLY. I HAVE BEEN RIDING THE CHILE LINE ALL MY LIFE AND HAVE NEVER HAD A PROBLEM.
- DRIVERS ARE GREAT! GOLD STARS TO JUAN, PATRICK, HERBERT, NEILS, BEVEH. HANDICAP LIFTS HAVE RATTLE THAT WILL CAUSE DRIVERS TO SEEK PROFESSIONAL HELP! FIX THEM SO THEY/WE DON'T HAVE TO LISTEN TO THAT RATTLE. JOE (OFFICE HELP) NEEDS IMPROVEMENT. COULD BE BETTER. DOES NOT UNDERSTAND CUSTOMER SERVICE. MISTAKES MADE IN SCHEDULING TOO FREQUENTLY. NO ATTENTION TO CUSTOMER SERVICE.
- DRIVERS ARE VERY GOOD AND SAFE. DRIVERS CARE ABOUT THEIR PEOPLE ON THE BUS AND ON THE ROAD TOO. THANK YOU.
- DRIVERS NEED DAYS OF AND TO BE PAID MORE. THEY'RE DOING A GOOD JOB.
- FOR THE MOST PART EVERY BUS DRIVER HAS BEEN REALLY NICE AND HELPFUL. BUT THERE'S ONE BUS I WILL REFUSE TO RIDE IF A CERTAIN DRIVER IS DRIVING. HER NAME IS MICHELLE. WESTSIDE PM I WILL NOT GET ON!
- I ENJOY AND USE THE RTD EVERY DAY. DRIVERS ARE RESPECTFUL.

Comments or Suggestions (continued)

Do you have any other comments or suggestions about the Blue Bus service?

Drivers (continued)

I'm very satisfied with the Blue Bus service. It is wonderful and helpful. The driver is very nice.

Juan is our favorite bus driver.

Juan is very good!

Leo is the best driver.

Michael is fantastic as a driver - give him a raise!

Mike is very concerned about his riders and knows who usually rides. He attempts to contact or has another rider contact someone if they aren't on the bus and they haven't told him they won't be riding. He is an EXCELLENT driver!

No working on weekend. Bus driver needs good raise because it's hard to drive all day.

Our current bus driver, Ryan, is outstanding. Please do not replace him!

Rubel and Charlene are the drivers that I am rating excellent.

Service is great. Bus drivers are nice. Overall, very happy with service. Thank you.

Shout out to the San Ildefonso bus driver, Roger! He's cool. Blue Bus services, very helpful. Thanks a lot.

Thank you for your services. Our Questa bus driver Herbert Cordova and Peggy are very helpful and go out of their way to make sure we 'get there safe'.

There are times when the bus driver will drive past the bus stop.

This is a great bus and our driver is the best.

This Turquoise Trail bus driver for today is always respectful, courteous, and friendly.

Very nice driver, Brenda. She is a pleasure to ride with. Very considerate and helpful. Thank you very much!

We need it. And thanks to all safe and nice drivers!

Bus Maintenance

Bus being warmer in winter time. Smoother ride - very bumpy.

Evening bus is sometimes dirty and smells. A lot more intoxicated people get on the evening bus and people with bad hygiene. Bus seats need to be cleaned and deodorized due to bad smells.

Please clean the buses daily. Sometimes they are not clean for days.

The bus driver's door opening latch is difficult to operate on at least one of the small vans. Even operating without difficulty I'll bet that's hard on your back after a dozen stops. Is this a cost effective upgrade?

The bus needs to be disinfected thoroughly once a week. Windows needed for proper ventilation. It's a wonderful free service, but some folks take advantage of it.

The Chile Line buses have no shocks!

Bus Maintenance (continued)

The Chile Line busses are rattle traps. Everything clanks. Lousy shocks. Every bump is felt. Not a smooth ride.

The shocks on the bus are lousy. You can feel every little bump. Busses are clanging rattle traps.

They almost forgot to pick up. They should put an air freshener on the bus.

Route/Service Suggestions

290 Edgewood stops in Eldorado - NO ONE ever gets on or off. I used the noon bus to Edgewood several times. The noon bus should come back and the Eldorado stop should go away. 290 also needs a new bus.

A stop at Rinconada Embudo Clinic on request or when occupied.

A stop going into town from Pueblo across from North Lotaburger would be helpful

Chama/Tres Piedras more frequent use available, more choices of time and place. More availability would increase use.

Connection with buses at Prado to Hondo are non-existent. Connect to Santa Fe bus non-existent. No stop at Prado itself.

Consider a route in La Mesilla.

Dispatcher and management are clueless when calling in, they have no clue on stops on routes. The added extra stops are stupid. Have yet to pick up/drop-off a passenger at the Eldorado stop for the 290 Edgewood route, this stop needs eliminated. Three stops downtown Bataan, Sheridan Street, and PERA all in the same vicinity, there needs to be a consolidated stop for all three, wastes half an hour or more during both routes in a day. Four hours to come to work and home again is way too much time, cut unwanted routes. Like the bus driver, he seems to care about the riders and getting them to Santa Fe and back safely.

Do not need to stop at Eldorado from Stanley.

Doesn't make sense to stop three times on a route from Espanola to Tesuque to Santa Fe. Tammy and Dan are the best drivers. Always feel safe and assured I will get where I'm going! Thank you for great service.

Edgewood service should NOT include a stop at Eldorado. It is a waste of time. There is already an Eldorado service bus. One or two persons in a month will get off at Eldorado.

Get the busses fixed. Please STOP the regular stop at Eldorado. It should be a call in. 1-2 times a month we have someone get on. Other than that we get on at our origination point ten minutes earlier which for me is 5:44am. It would be nice if you didn't make us wait at that stop for nothing.

Comments or Suggestions (continued)

Do you have any other comments or suggestions about the Blue Bus service?

Route/Service Suggestions (continued)

I am requesting you drop me of in Canjilon instead of making riders walk from the highway three miles outside of town. It would be the correct and humane thing to do. Thank you.

I gave the last question a 3 because there should be a bus/busses more frequently through Chimayo and should have one through the lunch hour.

I like how the Espanola route used to always connect to Pojoaque. Now it doesn't. The route should be how it was. Now it is more inconvenient.

I wish more people rode the bus. I think there should be bus lines all over with connections all over town - make it easy for everyone to get work/school/shop.

I would like to suggest if a Chile Line bus could go to the IHS at the Pueblo like it does to the Holy Cross hospital.

I would ride the bus but it leaves Moriarty too early.

It would be great if you had another afternoon bus to and from Santa Fe like you had before the schedule change.

It would be much better for me if the Chimayo bus ran through the middle of the day than anything else. Mornings are often too cold for me to get out and the 3:00 doesn't get to Espanola until 4:00 and there's not time to get around and do anything and catch the 5:00 which is the last.

It would be nice to have a stop in La Mesilla.

It'll be nice for Santa Fe bus to stop at the Santa Fe Indian Hospital.

More routes to Santa Fe or at least one from Pojoaque in the evenings would be great please.

More stops and stops for the Dollar Store on I285 and extension route from Battleship to Espanola (PM/AM driver).

More stops. Longer availability, like until 7. Stops out toward Taos would be helpful.

More stops: DMC, El Prado Smoke Shop! And to Work Force Connection.

More times and days offered. Bus running on holidays when UNM is open.

Need a bus stop on the other side of Lotaburger Northside back into town.

Need three Riverside busses on Friday. Too much traffic to pull out of bus stops. Late a lot on Fridays. Missing connecting busses. Need more bus stops on many routes, especially Chimayo. Long walks without walking areas on the street. Need old stop entering Espanola from Chimayo at Los Lomas/La Paragua to walk to Riverside Boulevard instead of having to wait at Park and Ride for the Riverside bus that's often 15-20 minutes late.

Need to connect with Rail Runner promptly and other bus services. Need to change bus scheduling and provide on demand service here in Taos.

Route/Service Suggestions (continued)

Needs to have bus running during lunch.

Nice to be picked up and ride to Santa Fe.

None of the connections to the Rail Runner are accurate. My family could save an average of 700 miles a week, and over 40 hours of travel time if the two schedules matched up. It's is very discouraging to try to plan around these minimal schedule times. It is imperative that I can make it to Santa Fe in the morning and catch the Rail Runner to Albuquerque without having to wait till 1 p.m. until the next train leaves. So far this is my largest complaint about this service.

Not sure why we stop at Eldorado. Would recommend to get rid of stop.

Put back the noon pickup.

Reevaluate bus routes.

Run the bus one hour earlier and about one hour later. More advertisements about the bus.

Saturday and later run times would be very helpful.

Service before 8AM and after 5PM would be more helpful for full-time workers.

Since we are a seasonal resort service we need hours that are flexible to the workforce during ski season and summer. The ridership would improve. An afternoon bus is needed.

Superb service. Great staff. Direct service to Santa Fe would increase ridership a great deal.

Take the Eldorado stop out - there's a bus that goes there already.

The 2:45 N. bound on Sheridan St. is greatly missed.

The Pojoaque on demand needs to start earlier. Then I would use it. Recommended time: 6:30AM.

The San I Bus needs a stop at the learning center and should be able to drive around the black mesa housing and be able to drop off disabled or handicapped people at their home or family's home.

They should at least go to Taos three times a day or on weekends.

Weekends, and an earlier bus from Santa Fe to Tesuque besides 5:01.

Would like more stops and for the busses to go out to Conoco on Taos route so my husband doesn't have to walk so far to work every day.

Issues with Other Passengers

As long as everyone behaves on the bus. Thank you!

I think the drivers should assess riders as they enter the bus. There have been a few times when riders have been drunk/high.

Intoxicated, belligerent people should NOT be allowed on bus. Drivers need to reinforce that rule!

Comments or Suggestions (continued)

Do you have any other comments or suggestions about the Blue Bus service?

Issues with Other Passengers (continued)

No drunk people on the bus or smelling like they're drinking. Sometimes my grandkids are riding the bus.

Some action to be taken with intoxicated/high passengers, smelly (bad hygiene) passengers. Drivers need to deal with passengers using profanity and clean bus on a daily basis.

Timing Issues

Bus has been late several times during the week. At the moment we haven't had a regular bus driver so there have been times when I was not picked up/delays.

I had to indicate N/A on the first five questions because we never have the same driver since Ryan left. We miss him. He was great. The bus hasn't been on time since. Roger has been great so far.

I wish it ran on Saturday so I could attend functions in Taos.

I wish the Chile Line ran on weekends so I can get to church.

I would like the bus on weekends - extra day of work/church. Our driver is awesome.

If available I would ride the bus on federal and state holidays. Thank you and have a safe day. God bless you all!

It would be great if they were run on weekends as well and on state and federal holidays!

It's important that drivers don't leave early. 1 or 2 minutes makes a big difference, particularly with the last bus of the day.

Please have service on the weekend.

Run bus on weekends!

Run on the weekend and run longer hours than 5:30. Run time should be at 7pm. Have more bus stops.

Run on the weekends.

Run on weekends.

Run on weekends/holidays.

Service on the weekend would be a big improvement for me personally because I have things to do.

Some buses leave earlier than the scheduled time.

Sometimes it comes early and I miss it. Otherwise, I like it very much and greatly appreciate it.

Substitute drivers have run early at stops which have caused me to miss the bus and have to find a ride home. Satisfied with overall service and drivers.

Weekend service needed.

Weekend service, please.

Weekend service.

Timing Issues (continued)

Westside/Crosstown route passes by CFVMS 7 minutes too early.

Would like to see the buses run on the weekend. At least on Saturday would be really helpful.

Other Suggestions/Issues

Additional bike carrying capacity on the bus.

Child safety harnesses need to be bigger on the UNM bus.

Drivers and office personnel should have weekends and holidays off to be with their family. Drivers and office personnel need to get paid more. They deal with weird, crazy passengers day in and day out.

Equip with racks to hold groceries and laundry for Demand riders. Available Demand rides for medical in early morning to catch Santa Fe bus to Indian Health Service. I have never had a ride for over two years. It always is not available. I had to cancel every time. I have documented it and IHS has a record of my cancelations. I even tried calling on Thursday in advance. Need more space. Court jurors' schedule is not met/available.

Fix heater. Keep the Mt. Trail bus and cancel the 290 Eldorado stop both days. No one gets on. Get the noon bus to Edgewood bus back on schedule. Add a bike rack to the Mt. Trail bus. Cancel bus on really bad snow days. Cancel early like by 5:00am. I leave the house by 5:20am to catch the bus.

Food and Internet.

I want music.

Improve office response and cordiality of all employees.

No one answers the phone to cancel ride. Afternoon pick-up is way late due to Pojoaque students. There is no room to sit on bus because of backpacks or students lying down.

Noticed your computer system is not appropriate for rural community stakeholders. Need to be flexible, more than the computer lays out. Need better schedule connecting to Santa Fe Rail Runner on weekdays. Need rides to annual meetings/committee meetings. Need Demand rides after 5:30pm to 6:60pm from P&R Transit to their home.

Post schedules at major stops.

Potentially larger bike racks for more bikes. Stop at Pera in the morning BEFORE the Sheridan stop!

Put a shelter at Wal-Mart Southbound.

Restroom/toilets.

Route schedules posted at major stops would be helpful.

Sometimes there's no bike rack. Some of us need bike racks.

COMMENTS OR SUGGESTIONS (CONTINUED)

DO YOU HAVE ANY OTHER COMMENTS OR SUGGESTIONS ABOUT THE BLUE BUS SERVICE?

OTHER SUGGESTIONS/ISSUES (CONTINUED)

THE CLEANLINESS AT SEVERAL STOPS, ESPECIALLY AT THE TRANSIT CENTER, THERE ISN'T ENOUGH TRASH CANS AND/OR THERE IS NO ACCESSIBILITY FOR IT.

THE SCHEDULES AND INFORMATION ON ROUTES - NOTHING IS AT THE MAIN PICK-UP AND DROP-OFF.

WE NEED AN APP FOR OUR SMARTPHONES.

WOULD ALWAYS PREFER WITHOUT MUSIC OR OTHER SOUND.

INTERNET ACCESS

DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?

	TOTAL RESPONSES (N=286)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
YES	66%	63%	70%	63%	80%	43%	86%	78%	62%	61%	44%	51%	76%	62%	72%
NO	34%	37%	30%	37%	20%	57%	14%	22%	38%	39%	56%	49%	24%	38%	28%

	TOTAL RESPONSES (N=286)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
YES	66%	52%	84%	95%	49%	71%	96%	71%	53%	100%	-	89%	42%	87%	55%
NO	34%	48%	16%	5%	51%	29%	4%	29%	47%	-	100%	11%	58%	13%	45%

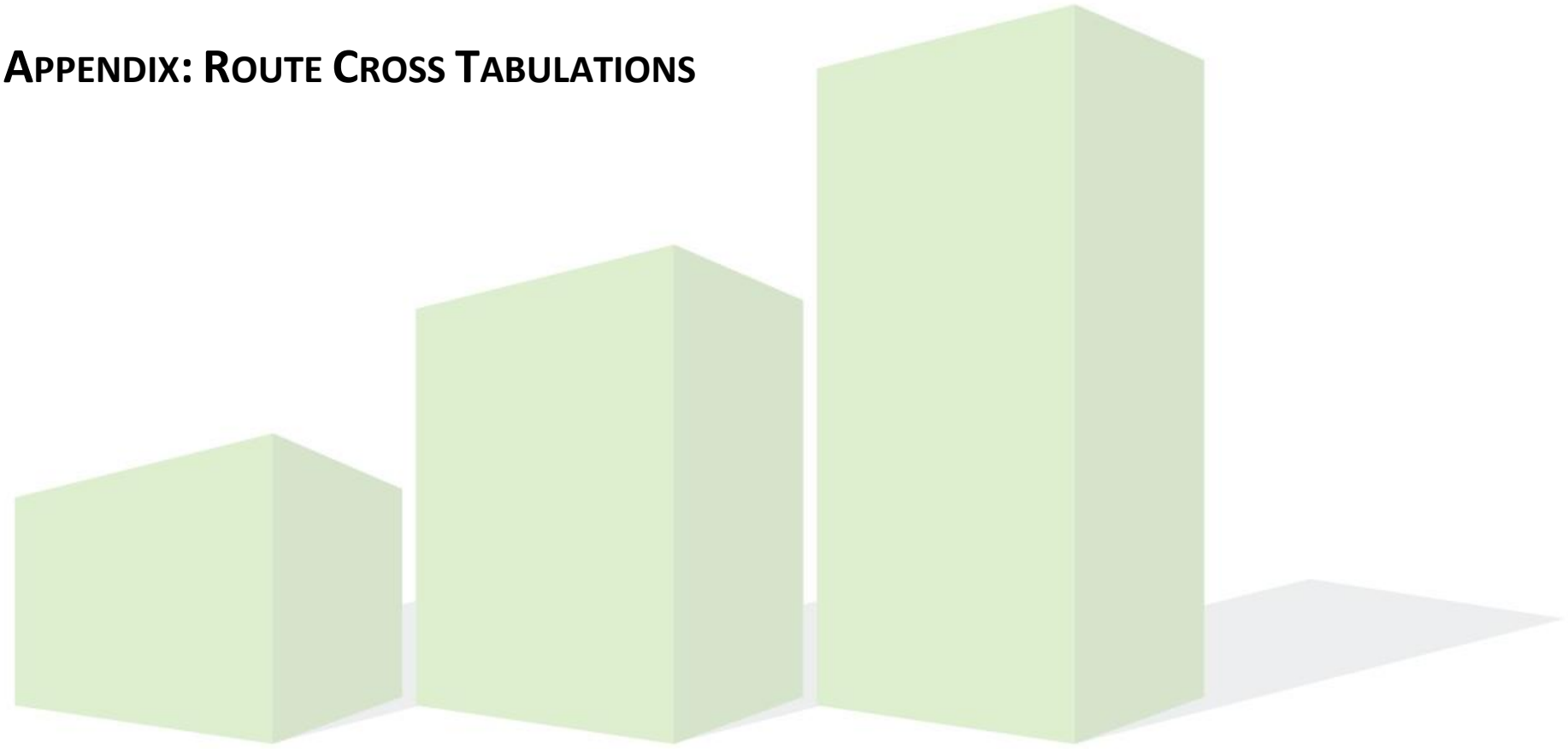
DO YOU HAVE A SMARTPHONE?

DO YOU HAVE A SMARTPHONE?

	TOTAL RESPONSES (N=345)	GENDER		ETHNICITY			AGE					HOUSEHOLD SIZE			
		MALE	FEMALE	HISPANIC	ANGLO	NATIVE AMERICAN	UNDER 18	18-34	35-49	50-64	65 AND OVER	1	2	3	4 OR MORE
YES	50%	47%	56%	52%	51%	38%	73%	73%	44%	44%	26%	36%	59%	42%	61%
NO	50%	53%	44%	48%	49%	62%	27%	27%	56%	56%	74%	64%	41%	58%	39%

	TOTAL RESPONSES (N=345)	INDIVIDUAL INCOME			TOTAL HOUSEHOLD INCOME			WHAT IS THE PRIMARY LANGUAGE SPOKEN IN YOUR HOME?		DO YOU HAVE INTERNET ACCESS EITHER AT HOME OR WORK?		DO YOU HAVE A SMARTPHONE?		DO YOU HAVE A WORKING PERSONAL VEHICLE?	
		$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	$0-$16,999	$17,000-$29,999	$30,000 OR ABOVE	ENGLISH	BOTH ENGLISH AND SPANISH	YES	NO	YES	NO	YES	NO
YES	50%	41%	74%	65%	40%	59%	69%	52%	48%	68%	16%	100%	-	63%	55%
NO	50%	59%	26%	35%	60%	41%	31%	48%	52%	32%	84%	-	100%	37%	45%

V. APPENDIX: ROUTE CROSS TABULATIONS



NUMBER OF DAYS PER WEEK PASSENGERS TYPICALLY RIDE THE BLUE BUS

QUESTION 1: HOW MANY DAYS PER WEEK DO YOU TYPICALLY RIDE THE BLUE BUS?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=64)	100 RIVERSIDE (N=66)	200 SANTA FE (N=53)	320 QUESTA (N=36)	110 WESTSIDE/ CROSSTOWN (N=35)	220 TESUQUE (N=33)	DEMAND (N=27)	150 CHIMAYO (N-=25)	160 SANTA CLARA (N=22)	280 ELDORADO (N=19)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=18)
0 DAYS	3%	-	2%	-	-	-	-	-	-	-	-	6%
1 DAY	5%	5%	2%	8%	-	3%	4%	-	5%	5%	-	11%
2 DAYS	8%	2%	9%	8%	9%	18%	-	12%	5%	11%	21%	33%
3 DAYS	14%	14%	13%	14%	17%	12%	22%	12%	18%	21%	16%	11%
4 DAYS	11%	20%	19%	33%	14%	21%	15%	24%	5%	32%	32%	11%
5 DAYS	47%	33%	34%	28%	43%	33%	59%	24%	59%	32%	11%	11%
6 DAYS	3%	3%	6%	3%	-	-	-	-	-	-	-	-
7 DAYS	9%	24%	15%	6%	17%	12%	-	28%	9%	-	21%	17%

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=18)	290 EDGEWOOD (N-=16)	340 CHILE LINE RED (N=15)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=7)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
0 DAYS	28%	-	7%	8%	-	-	-	-	-	-	-
1 DAY	17%	-	7%	8%	18%	27%	20%	100%	-	-	14%
2 DAYS	11%	-	7%	-	9%	18%	10%	-	-	-	-
3 DAYS	6%	19%	7%	17%	18%	9%	10%	-	-	-	14%
4 DAYS	-	25%	20%	33%	18%	9%	60%	-	25%	43%	14%
5 DAYS	28%	56%	53%	33%	18%	36%	-	-	63%	57%	57%
6 DAYS	-	-	-	-	-	-	-	-	-	-	-
7 DAYS	11%	-	-	-	18%	-	-	-	13%	-	-

WOULD YOU RIDE THE BLUE BUS IF IT WERE AVAILABLE ON THE WEEKENDS?

QUESTION 2: WOULD YOU RIDE THE BLUE BUS ON THE WEEKEND IF SERVICES WERE AVAILABLE?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=66)	100 RIVERSIDE (N=65)	200 SANTA FE (N=54)	320 QUESTA (N=37)	110 WESTSIDE/ CROSSTOWN (N=35)	220 TESUQUE (N=33)	DEMAND (N=27)	150 CHIMAYO (N-=26)	160 SANTA CLARA (N=22)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=18)
YES	92%	89%	93%	68%	91%	100%	59%	100%	91%	70%	100%	94%
NO	8%	11%	7%	32%	9%	-	41%	-	9%	30%	-	6%

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=18)	290 EDGEWOOD (N-=14)	340 CHILE LINE RED (N=15)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=10)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=7)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
YES	94%	29%	73%	92%	100%	73%	90%	100%	25%	86%	71%
NO	6%	71%	27%	8%	-	27%	10%	-	75%	14%	29%

WOULD YOU RIDE THE BLUE BUS IF IT WERE AVAILABLE ON STATE AND FEDERAL HOLIDAYS?

QUESTION 3: WOULD YOU RIDE THE BLUE BUS ON STATE AND FEDERAL HOLIDAYS IF SERVICES WERE AVAILABLE?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=65)	100 RIVERSIDE (N=63)	200 SANTA FE (N=51)	320 QUESTA (N=35)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=32)	DEMAND (N=24)	150 CHIMAYO (N-=24)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=18)
YES	89%	89%	92%	69%	82%	91%	58%	92%	81%	55%	95%	100%
NO	11%	11%	8%	31%	18%	9%	42%	8%	19%	45%	5%	-

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=17)	290 EDGEWOOD (N-=16)	340 CHILE LINE RED (N=15)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=7)	330 PENASCO (N=6)	370 CHILE RIDE (N=7)
YES	94%	31%	73%	92%	100%	91%	80%	88%	43%	67%	71%
NO	6%	69%	27%	8%	-	9%	20%	13%	57%	33%	29%

DO YOU HAVE A WORKING PERSONAL VEHICLE?

QUESTION 4: DO YOU HAVE A WORKING PERSONAL VEHICLE?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=65)	100 RIVERSIDE (N=65)	200 SANTA FE (N=55)	320 QUESTA (N=35)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=32)	DEMAND (N=27)	150 CHIMAYO (N-=25)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=18)
YES	23%	22%	29%	43%	30%	16%	19%	16%	33%	65%	16%	33%
NO	77%	78%	71%	57%	70%	84%	81%	84%	67%	35%	84%	67%

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=17)	290 EDGEWOOD (N-=16)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=11)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
YES	35%	94%	13%	18%	27%	73%	60%	13%	50%	71%	43%
NO	65%	6%	88%	82%	73%	27%	40%	88%	50%	29%	57%

PRIMARY REASONS FOR RIDING THE BUS

QUESTION 5: WHAT ARE YOU PRIMARY REASONS FOR RIDING THE BUS RATHER THAN USING OTHER FORMS OF TRANSPORTATION?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=67)	100 RIVERSIDE (N=65)	200 SANTA FE (N=56)	320 QUESTA (N=31)	110 WESTSIDE/ CROSSTOWN (N=35)	220 TESUQUE (N=33)	DEMAND (N=27)	150 CHIMAYO (N-=26)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=18)
DON'T HAVE A VEHICLE	67%	72%	68%	52%	57%	76%	44%	73%	57%	30%	63%	56%
GOOD FOR THE ENVIRONMENT	57%	37%	52%	45%	37%	48%	30%	27%	52%	50%	42%	44%
TO SAVE MONEY (IN GENERAL)	48%	28%	45%	42%	49%	45%	30%	31%	43%	60%	58%	67%
DON'T HAVE A DRIVER'S LICENSE	31%	28%	29%	39%	29%	36%	59%	27%	38%	25%	21%	50%
COST OF GAS	34%	20%	32%	26%	31%	24%	19%	19%	33%	30%	26%	39%
MAINTENANCE COST	15%	9%	20%	10%	14%	21%	7%	19%	14%	5%	11%	6%
AUTO INSURANCE COST/DON'T HAVE	16%	11%	18%	10%	20%	21%	7%	23%	14%	15%	16%	6%
CONVENIENT	1%	2%	2%	6%	3%	6%	-	8%	5%	5%	-	-
DISABLED	-	-	4%	-	-	6%	7%	4%	5%	-	5%	6%
VEHICLE IS BROKEN DOWN	1%	-	2%	3%	-	-	-	-	-	-	-	-
OTHER (DID NOT SPECIFY)	1%	-	2%	-	-	-	-	-	-	10%	-	-
SOCIAL INTERACTION	-	-	-	-	-	-	-	4%	-	-	-	-
DON'T LIKE TO DRIVE	-	-	-	-	-	-	-	-	-	-	-	-
ONLY ONE VEHICLE IN MY FAMILY	-	-	-	-	-	-	-	-	5%	5%	-	-
TOO DANGEROUS FOR CYCLISTS ON THE ROAD	1%	-	-	-	-	-	-	-	-	-	-	-
VEHICLE NOT REGISTERED	-	-	-	-	-	3%	-	-	-	-	-	-
TOO FAR TO RIDE ON MOTORCYCLE	-	-	-	-	-	-	-	-	-	5%	-	-
SAFER THAN DRIVING	-	-	-	-	-	-	-	-	-	-	-	-
SUPERVISE KIDS WHO USE THE BUS FROM SCHOOL	-	-	-	3%	-	-	-	-	-	-	-	-
EXERCISE	-	-	-	-	-	-	-	-	-	-	-	-

NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

PRIMARY REASONS FOR RIDING THE BUS (CONTINUED)

QUESTION 5 (CONTINUED): WHAT ARE YOU PRIMARY REASONS FOR RIDING THE BUS RATHER THAN USING OTHER FORMS OF TRANSPORTATION?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=16)	290 EDGEWOOD (N-=16)	340 CHILE LINE RED (N=14)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=9)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=7)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
DON'T HAVE A VEHICLE	69%	6%	86%	75%	56%	9%	40%	86%	50%	29%	43%
GOOD FOR THE ENVIRONMENT	75%	63%	43%	67%	22%	55%	60%	57%	13%	57%	43%
TO SAVE MONEY (IN GENERAL)	44%	88%	21%	33%	33%	73%	50%	43%	25%	71%	57%
DON'T HAVE A DRIVER'S LICENSE	31%	6%	64%	58%	33%	9%	20%	14%	88%	14%	43%
COST OF GAS	25%	75%	43%	17%	33%	27%	40%	14%	25%	43%	43%
MAINTENANCE COST	13%	56%	29%	8%	22%	27%	20%	29%	-	14%	29%
AUTO INSURANCE COST/DON'T HAVE	13%	-	21%	8%	22%	9%	10%	-	13%	29%	14%
CONVENIENT	-	-	-	8%	-	-	20%	-	-	-	-
DISABLED	-	-	-	-	11%	-	-	14%	-	-	-
VEHICLE IS BROKEN DOWN	6%	-	7%	-	11%	-	10%	14%	-	-	-
OTHER (DID NOT SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
SOCIAL INTERACTION	6%	-	-	-	-	-	-	-	-	-	-
DON'T LIKE TO DRIVE	-	6%	-	-	-	-	-	-	-	14%	-
ONLY ONE VEHICLE IN MY FAMILY	-	-	-	-	-	-	-	-	-	-	-
TOO DANGEROUS FOR CYCLISTS ON THE ROAD	-	-	-	-	-	-	-	-	-	-	-
VEHICLE NOT REGISTERED	-	-	-	-	-	-	-	-	-	-	-
TOO FAR TO RIDE ON MOTORCYCLE	-	-	-	-	-	-	-	-	-	-	-
SAFER THAN DRIVING	-	6%	-	-	-	-	-	-	-	-	-
SUPERVISE KIDS WHO USE THE BUS FROM SCHOOL	-	-	-	-	-	-	-	-	-	-	-
EXERCISE	-	-	-	-	-	-	-	14%	-	-	-

NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

PRIMARY REASONS FOR RIDING THE BUS TODAY

QUESTION 6: WHAT ARE YOUR PRIMARY PURPOSES FOR RIDING THE BUS TODAY?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=65)	100 RIVERSIDE (N=65)	200 SANTA FE (N=54)	320 QUESTA (N=35)	110 WESTSIDE/ CROSSTOWN (N=35)	220 TESUQUE (N=32)	DEMAND (N=27)	150 CHIMAYO (N=26)	160 SANTA CLARA (N=22)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=18)
TO GET TO WORK	58%	42%	63%	46%	63%	41%	26%	46%	45%	80%	47%	44%
NECESSITY SHOPPING	43%	40%	35%	11%	17%	31%	4%	50%	41%	10%	58%	33%
MEDICAL	35%	48%	44%	11%	26%	25%	33%	50%	27%	5%	53%	61%
RECREATION/SOCIAL ACTIVITIES	26%	31%	37%	17%	29%	44%	7%	27%	18%	5%	26%	39%
LEISURE SHOPPING	20%	25%	30%	3%	34%	22%	-	27%	23%	-	21%	17%
TO GET TO SCHOOL	8%	11%	15%	46%	11%	19%	11%	15%	18%	15%	16%	-
TO GET HOME	3%	3%	-	-	3%	6%	19%	-	5%	-	-	6%
GET HOME FROM SCHOOL	-	2%	-	-	-	-	19%	-	-	-	-	-
TO LOOK FOR WORK	2%	2%	-	-	-	-	-	4%	-	-	-	-
OTHER (DID NOT SPECIFY)	3%	-	2%	-	-	-	-	-	-	-	-	-
COURT/PROBATION	2%	-	-	-	3%	-	-	4%	-	-	-	-
CONNECT TO THE TRAIN/ANOTHER BUS	-	-	2%	-	-	-	4%	-	-	-	-	-
GET TO THE AIRPORT	-	-	-	-	-	-	-	-	-	-	-	-
CONVENIENCE	-	-	-	-	-	-	-	4%	-	-	-	-

NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

PRIMARY REASONS FOR RIDING THE BUS TODAY (CONTINUED)

QUESTION 6 (CONTINUED): WHAT ARE YOUR PRIMARY PURPOSES FOR RIDING THE BUS TODAY?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=18)	290 EDGEWOOD (N-=16)	340 CHILE LINE RED (N=15)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
TO GET TO WORK	50%	94%	53%	17%	36%	64%	50%	25%	-	71%	71%
NECESSITY SHOPPING	50%	6%	67%	50%	73%	27%	-	63%	-	-	43%
MEDICAL	28%	-	33%	25%	55%	36%	-	50%	-	-	14%
RECREATION/SOCIAL ACTIVITIES	56%	-	20%	33%	18%	27%	30%	13%	-	-	14%
LEISURE SHOPPING	22%	-	20%	17%	27%	9%	-	13%	-	29%	29%
TO GET TO SCHOOL	17%	-	13%	58%	9%	18%	30%	-	50%	-	14%
TO GET HOME	-	-	-	-	-	-	-	-	50%	-	-
GET HOME FROM SCHOOL	-	-	-	-	-	-	-	-	-	-	-
TO LOOK FOR WORK	-	-	-	-	-	-	10%	-	-	-	14%
OTHER (DID NOT SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
COURT/PROBATION	-	-	-	-	-	-	-	-	-	-	-
CONNECT TO THE TRAIN/ANOTHER BUS	-	-	-	-	-	-	-	-	-	-	-
GET TO THE AIRPORT	11%	-	-	-	-	-	-	-	-	-	-
CONVENIENCE	-	-	-	-	-	-	-	-	-	-	-

NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

WAYS OF HEARING ABOUT THE BLUE BUS

QUESTION 7: HOW DID YOU HEAR ABOUT THE BLUE BUS?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=63)	100 RIVERSIDE (N=63)	200 SANTA FE (N=53)	320 QUESTA (N=31)	110 WESTSIDE/ CROSSTOWN (N=32)	220 TESUQUE (N=32)	DEMAND (N=27)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=18)	190 CHAMA (N=17)
FRIEND/FAMILY	78%	73%	81%	61%	69%	81%	67%	68%	86%	60%	78%	76%
PRINT/NEWSPAPER ADS	22%	17%	17%	23%	16%	19%	11%	8%	33%	10%	28%	41%
INTERNET	17%	14%	15%	19%	19%	9%	11%	4%	5%	25%	6%	29%
RADIO	21%	19%	15%	10%	19%	9%	4%	8%	5%	10%	11%	18%
PHONE BOOKS	11%	11%	11%	10%	9%	6%	4%	16%	5%	-	-	12%
COMMUNITY EVENT	11%	6%	4%	6%	-	13%	-	4%	14%	-	11%	-
SAW THE BUS/SIGN AT BUS STOP	3%	5%	2%	6%	3%	6%	15%	12%	-	5%	-	6%
BEEN RIDING FOR YEARS	3%	3%	2%	6%	-	9%	4%	4%	-	5%	-	-
OTHER (DID NOT SPECIFY)	-	2%	-	-	-	-	-	4%	-	-	-	-
THROUGH WORK	-	2%	-	-	-	-	-	-	-	-	-	-
VAN POOL	-	-	-	-	-	-	-	-	-	-	-	-
TV	-	-	-	-	-	-	-	-	-	-	-	-

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=16)	290 EDGEWOOD (N=15)	340 CHILE LINE RED (N=14)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=9)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=9)	360 TRES PIEDRAS (N=6)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
FRIEND/FAMILY	63%	60%	86%	58%	78%	70%	78%	50%	100%	86%	86%
PRINT/NEWSPAPER ADS	38%	-	29%	50%	33%	-	22%	33%	-	-	43%
INTERNET	19%	20%	7%	8%	-	10%	22%	17%	25%	-	-
RADIO	25%	-	7%	8%	-	20%	11%	17%	13%	29%	29%
PHONE BOOKS	13%	-	7%	8%	-	-	-	-	13%	14%	29%
COMMUNITY EVENT	19%	-	7%	17%	-	-	11%	-	-	-	43%
SAW THE BUS/SIGN AT BUS STOP	-	20%	-	-	-	10%	11%	-	-	-	-
BEEN RIDING FOR YEARS	6%	-	7%	8%	11%	-	-	-	-	-	-
OTHER (DID NOT SPECIFY)	19%	-	-	-	-	-	-	-	-	-	-
THROUGH WORK	6%	7%	-	-	-	-	-	-	-	-	-
VAN POOL	-	7%	-	-	-	-	-	-	-	-	-
TV	-	-	-	-	-	10%	-	-	-	-	-

NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

TYPICAL WAY OF GETTING TO THE BUS STOP

QUESTION 8: HOW DO YOU USUALLY GET TO THE BUS STOP?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=66)	100 RIVERSIDE (N=65)	200 SANTA FE (N=56)	320 QUESTA (N=37)	110 WESTSIDE/ CROSSTOWN (N=34)	220 TESUQUE (N=32)	DEMAND (N=27)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=22)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=18)	190 CHAMA (N=18)
WALK	65%	71%	71%	49%	85%	75%	22%	84%	68%	40%	89%	67%
DRIVE	11%	2%	9%	30%	-	-	-	-	9%	40%	-	-
DROPPED OFF BY SOMEONE	9%	8%	5%	14%	6%	6%	26%	4%	18%	10%	6%	22%
CONNECT WITH ANOTHER BUS	6%	11%	5%	3%	9%	13%	15%	8%	-	-	-	6%
RIDE MY BICYCLE	3%	3%	2%	3%	-	-	-	-	-	10%	-	6%
CONNECT WITH RAIL RUNNER	3%	5%	7%	-	-	3%	-	4%	-	-	6%	-
PICKED UP AT HOME WITH THE DEMAND SERVICE	-	2%	-	-	-	-	26%	-	5%	-	-	-
RIDE WITH SOMEONE WHO PARKED	3%	-	-	3%	-	-	-	-	-	-	-	-
PICKED UP FROM SCHOOL	-	-	-	-	-	-	11%	-	-	-	-	-
ROLLER SKATES	-	-	-	-	-	3%	-	-	-	-	-	-

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=18)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=13)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=10)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
WALK	50%	19%	85%	75%	90%	36%	30%	63%	-	43%	43%
DRIVE	6%	75%	-	17%	-	36%	40%	13%	-	57%	14%
DROPPED OFF BY SOMEONE	22%	6%	8%	-	10%	18%	-	-	50%	-	29%
CONNECT WITH ANOTHER BUS	6%	-	-	-	-	-	20%	-	38%	-	-
RIDE MY BICYCLE	6%	-	-	-	-	-	10%	25%	-	-	-
CONNECT WITH RAIL RUNNER	6%	-	-	-	-	9%	-	-	-	-	-
PICKED UP AT HOME WITH THE DEMAND SERVICE	-	-	-	-	-	-	-	-	13%	-	-
RIDE WITH SOMEONE WHO PARKED	6%	-	8%	8%	-	-	-	-	-	-	14%
PICKED UP FROM SCHOOL	-	-	-	-	-	-	-	-	-	-	-
ROLLER SKATES	-	-	-	-	-	-	-	-	-	-	-

TOWN, COMMUNITY, OR PUEBLO RESIDING IN

QUESTION 9: WHAT TOWN, COMMUNITY, OR PUEBLO DO YOU LIVE IN?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=59)	100 RIVERSIDE (N=48)	200 SANTA FE (N=45)	320 QUESTA (N=27)	110 WESTSIDE/ CROSSTOWN (N=27)	220 TESUQUE (N=29)	DEMAND (N=26)	150 CHIMAYO (N=22)	160 SANTA CLARA (N=19)	280 ELDORADO (N=18)	230 SAN ILDEFONSO (N=17)	190 CHAMA (N=16)
ESPANOLA	8%	50%	29%	-	44%	17%	58%	32%	21%	-	12%	25%
TAOS	41%	8%	20%	30%	-	3%	-	-	5%	6%	-	-
SAN ILDEFONSO	3%	-	7%	-	7%	10%	-	5%	11%	-	76%	6%
SANTA FE	5%	6%	7%	-	11%	21%	-	5%	5%	28%	-	-
CHIMAYO	-	4%	-	-	11%	-	4%	41%	-	-	-	-
QUESTA	3%	-	-	26%	-	-	-	-	-	-	-	-
RANCHOS DE TAOS	8%	2%	2%	-	-	-	-	-	-	-	-	-
CORDOVA	2%	4%	7%	-	7%	3%	-	5%	-	-	-	-
CHAMA	-	2%	-	-	-	-	-	-	-	-	-	38%
TESQUE VILLAGE	-	-	2%	-	-	28%	-	-	-	-	-	-
POJOAQUE	-	-	-	-	4%	14%	-	-	11%	-	-	-
ELDORADO	-	-	-	-	-	-	-	-	-	50%	-	-
CERRO	5%	-	2%	11%	-	-	-	-	-	-	-	-
TRES PIEDRAS	2%	-	2%	-	-	-	-	-	-	-	-	-
SANTA CLARA PUEBLO	-	2%	-	-	4%	-	-	-	26%	-	-	-
EL RANCHO	-	-	4%	-	-	-	4%	-	5%	6%	12%	-
DIXON	3%	4%	4%	-	-	-	-	-	-	-	-	-
STANLEY	-	-	-	-	-	-	-	-	-	-	-	-
ALCALDE	2%	2%	-	-	4%	-	15%	-	-	-	-	-
LOS ALAMOS	-	-	2%	-	-	3%	-	5%	-	-	-	-
TIERRA AMARILLA	-	2%	-	-	4%	-	-	-	-	-	-	19%
RED RIVER	-	-	-	7%	-	-	-	-	-	-	-	-
PENASCO	3%	-	-	-	-	-	-	-	-	-	-	-
TWO PEAKS MESA	2%	-	-	4%	-	-	-	-	-	-	-	-
LA MESILLA	-	-	-	-	-	-	12%	-	-	-	-	-
CHAMITA	-	2%	-	-	-	-	4%	-	11%	-	-	-
NAMBE	-	-	-	-	-	-	-	5%	-	-	-	-
MORIARTY	-	-	2%	-	-	-	-	-	-	-	-	-
EDGEWOOD	-	-	-	-	-	-	-	-	-	-	-	-
ARROYO SECO	2%	4%	-	-	-	-	-	-	-	-	-	-
RANCHITOS	-	2%	-	-	4%	-	-	-	-	-	-	-
PAGOSA SPRINGS	-	-	2%	-	-	-	-	-	-	-	-	6%
ESTANCIA	-	-	-	-	-	-	-	-	-	-	-	-
OHKAY OWINGEH	2%	-	2%	-	-	-	-	-	-	-	-	-
SANTA CRUZ	3%	-	-	-	-	-	-	-	-	-	-	-

TOWN, COMMUNITY, OR PUEBLO RESIDING IN (CONTINUED)

QUESTION 9 (CONTINUED): WHAT TOWN, COMMUNITY, OR PUEBLO DO YOU LIVE IN?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=59)	100 RIVERSIDE (N=48)	200 SANTA FE (N=45)	320 QUESTA (N=27)	110 WESTSIDE/ CROSSTOWN (N=27)	220 TESUQUE (N=29)	DEMAND (N=26)	150 CHIMAYO (N=22)	160 SANTA CLARA (N=19)	280 ELDORADO (N=18)	230 SAN ILDEFONSO (N=17)	190 CHAMA (N=16)
SUNSHINE VALLEY	-	-	-	4%	-	-	-	-	-	-	-	-
EL PRADO	-	-	-	7%	-	-	-	-	-	-	-	-
OJO CALIENTE	-	-	-	-	-	-	-	-	-	-	-	-
LYDEH	-	-	2%	-	-	-	4%	-	-	-	-	-
OJO SARCO	-	-	-	-	-	-	-	5%	-	-	-	-
SAN JUAN PUEBLO	-	-	-	-	-	-	-	-	5%	-	-	-
LAS TABLAS	-	2%	-	-	-	-	-	-	-	-	-	-
EL RITO	-	-	-	-	-	-	-	-	-	-	-	-
CANJILON	-	-	-	-	-	-	-	-	-	-	-	6%
CHRIST DESERT MONASTARY	-	2%	-	-	-	-	-	-	-	-	-	-
LLANO QUEMANDO	-	-	-	-	-	-	-	-	-	-	-	-
RIO RANCHO	-	-	-	-	-	-	-	-	-	6%	-	-
LA CIENEGA	-	-	2%	-	-	-	-	-	-	-	-	-
LA CIENEGUILLA	-	-	-	-	-	-	-	-	-	-	-	-
CERRILLOS	-	-	-	-	-	-	-	-	-	-	-	-
CANONCITO	-	-	-	-	-	-	-	-	-	6%	-	-
TIJERAS	-	-	-	-	-	-	-	-	-	-	-	-
COSTILLA	-	-	-	4%	-	-	-	-	-	-	-	-
CARSON	-	-	-	4%	-	-	-	-	-	-	-	-
LOS COLONIAS	-	-	-	4%	-	-	-	-	-	-	-	-
CHAMISAL	-	-	-	-	-	-	-	-	-	-	-	-
VADITO	-	-	-	-	-	-	-	-	-	-	-	-
TALPA	2%	-	-	-	-	-	-	-	-	-	-	-
CARSON ESTATES	2%	-	-	-	-	-	-	-	-	-	-	-
THREE PEAKS	2%	-	-	-	-	-	-	-	-	-	-	-
HERNANDEZ	-	-	-	-	-	-	-	-	-	-	-	-
ALBUQUERQUE	-	-	-	-	-	-	-	-	-	-	-	-
ARROYO HONDO	-	-	-	-	-	-	-	-	-	-	-	-

TOWN, COMMUNITY, OR PUEBLO RESIDING IN (CONTINUED)

QUESTION 9 (CONTINUED): WHAT TOWN, COMMUNITY, OR PUEBLO DO YOU LIVE IN?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=12)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=11)	350 UNM TAOS (N=10)	210 POJOAQUE NAMBE (N=9)	400 LOS ALAMOS (N=9)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=6)	330 PENASCO (N=7)	370 CHILE RIDE (N=4)
ESPANOLA	25%	-	-	-	22%	44%	-	-	33%	-	-
TAOS	42%	-	73%	70%	-	-	-	25%	-	-	50%
SAN ILDEFONSO	-	-	-	-	22%	11%	-	-	-	-	-
SANTA FE	-	-	-	-	11%	-	-	-	-	14%	-
CHIMAYO	-	-	-	-	-	-	-	-	-	-	-
QUESTA	8%	-	-	-	-	-	40%	-	-	-	-
RANCHOS DE TAOS	-	-	18%	20%	-	-	-	-	-	-	-
CORDOVA	-	-	-	-	-	-	-	-	-	14%	-
CHAMA	-	-	-	-	-	-	-	-	-	-	-
TESQUE VILLAGE	-	-	-	-	-	-	-	-	-	-	-
POJOAQUE	-	-	-	-	11%	-	-	-	17%	-	-
ELDORADO	-	-	-	-	-	-	-	-	-	-	-
CERRO	-	-	-	-	-	-	20%	-	-	-	-
TRES PIEDRAS	-	-	-	-	-	-	-	75%	-	-	-
SANTA CLARA PUEBLO	-	-	-	-	-	-	-	-	-	-	-
EL RANCHO	-	-	-	-	-	-	-	-	-	-	-
DIXON	-	-	-	10%	-	-	-	-	-	-	-
STANLEY	-	44%	-	-	-	-	-	-	-	-	-
ALCALDE	-	-	-	-	-	-	-	-	-	-	-
LOS ALAMOS	-	-	-	-	-	33%	-	-	-	-	-
TIERRA AMARILLA	-	-	-	-	-	-	-	-	-	-	-
RED RIVER	-	-	-	-	-	-	30%	-	-	-	-
PENASCO	-	-	-	-	-	-	-	-	-	43%	-
TWO PEAKS MESA	8%	-	9%	-	-	-	-	-	-	-	25%
LA MESILLA	-	-	-	-	-	-	-	-	33%	-	-
CHAMITA	-	-	-	-	-	-	-	-	-	-	-
NAMBE	-	-	-	-	33%	-	-	-	-	-	-
MORIARTY	-	13%	-	-	-	-	-	-	-	-	-
EDGEWOOD	-	25%	-	-	-	-	-	-	-	-	-
ARROYO SECO	-	-	-	-	-	-	-	-	-	-	-
RANCHITOS	-	-	-	-	-	-	-	-	-	-	-
PAGOSA SPRINGS	-	-	-	-	-	-	-	-	-	-	-
ESTANCIA	-	13%	-	-	-	-	-	-	-	-	-
OHKAY OWINGEH	-	-	-	-	-	-	-	-	-	-	-
SANTA CRUZ	-	-	-	-	-	-	-	-	-	-	-

TOWN, COMMUNITY, OR PUEBLO RESIDING IN (CONTINUED)

QUESTION 9 (CONTINUED): WHAT TOWN, COMMUNITY, OR PUEBLO DO YOU LIVE IN?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=12)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=11)	350 UNM TAOS (N=10)	210 POJOAQUE NAMBE (N=9)	400 LOS ALAMOS (N=9)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=6)	330 PENASCO (N=7)	370 CHILE RIDE (N=4)
SUNSHINE VALLEY	-	-	-	-	-	-	10%	-	-	-	-
EL PRADO	-	-	-	-	-	-	-	-	-	-	-
OJO CALIENTE	-	-	-	-	-	11%	-	-	-	-	-
LYDEH	-	-	-	-	-	-	-	-	-	-	-
OJO SARCO	-	-	-	-	-	-	-	-	-	-	-
SAN JUAN PUEBLO	-	-	-	-	-	-	-	-	-	-	-
LAS TABLAS	-	-	-	-	-	-	-	-	-	-	-
EL RITO	-	-	-	-	-	-	-	-	-	-	-
CANJILON	-	-	-	-	-	-	-	-	-	-	-
CHRIST DESERT MONASTARY	-	-	-	-	-	-	-	-	-	-	-
LLANO QUEMANDO	-	-	-	-	-	-	-	-	-	-	25%
RIO RANCHO	-	-	-	-	-	-	-	-	-	-	-
LA CIENEGA	-	-	-	-	-	-	-	-	-	-	-
LA CIENEGUILLA	-	-	-	-	-	-	-	-	-	-	-
CERRILLOS	-	-	-	-	-	-	-	-	-	-	-
CANONCITO	-	-	-	-	-	-	-	-	-	-	-
TIJERAS	-	6%	-	-	-	-	-	-	-	-	-
COSTILLA	-	-	-	-	-	-	-	-	-	-	-
CARSON	-	-	-	-	-	-	-	-	-	-	-
LOS COLONIAS	-	-	-	-	-	-	-	-	-	-	-
CHAMISAL	-	-	-	-	-	-	-	-	-	14%	-
VADITO	-	-	-	-	-	-	-	-	-	14%	-
TALPA	-	-	-	-	-	-	-	-	-	-	-
CARSON ESTATES	-	-	-	-	-	-	-	-	-	-	-
THREE PEAKS	-	-	-	-	-	-	-	-	-	-	-
HERNANDEZ	-	-	-	-	-	-	-	-	17%	-	-
ALBUQUERQUE	8%	-	-	-	-	-	-	-	-	-	-
ARROYO HONDO	8%	-	-	-	-	-	-	-	-	-	-

BLUE BUS ROUTE(S) RODE TODAY

QUESTION 10: WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=67)	100 RIVERSIDE (N=66)	200 SANTA FE (N=56)	320 QUESTA (N=37)	110 WESTSIDE/ CROSSTOWN (N=35)	220 TESUQUE (N=33)	DEMAND (N=27)	150 CHIMAYO (N=26)	160 SANTA CLARA (N=22)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=18)
100 RIVERSIDE	13%	100%	39%	-	69%	24%	19%	42%	36%	-	11%	39%
200 SANTA FE	22%	39%	100%	5%	49%	33%	4%	27%	32%	5%	26%	28%
300 TAOS	100%	21%	34%	22%	17%	15%	-	15%	5%	5%	11%	6%
110 WESTSIDE/CROSSTOWN	6%	33%	29%	-	100%	12%	4%	27%	23%	5%	16%	17%
220 TESUQUE	7%	21%	30%	-	23%	100%	-	19%	41%	-	26%	17%
150 CHIMAYO	6%	26%	21%	-	29%	15%	-	100%	14%	-	16%	22%
160 SANTA CLARA	1%	18%	18%	-	23%	27%	4%	12%	100%	-	21%	17%
230 SAN ILDEFONSO	3%	6%	14%	-	17%	15%	4%	12%	18%	-	100%	17%
320 QUESTA	15%	-	4%	100%	-	-	-	-	-	-	-	-
190 CHAMA	1%	15%	13%	-	14%	9%	-	15%	14%	-	16%	100%
210 POJOAQUE NAMBE	1%	6%	13%	-	17%	12%	-	15%	18%	-	21%	17%
305 TAOS EXPRESS	6%	8%	9%	5%	6%	6%	-	4%	5%	-	5%	6%
DEMAND	-	8%	2%	-	3%	-	100%	-	5%	-	5%	-
340 CHILE LINE RED	7%	2%	4%	3%	-	3%	-	-	5%	-	-	-
280 ELDORADO	1%	-	4%	-	6%	-	-	-	-	100%	-	-
350 UNM TAOS	4%	2%	2%	-	-	3%	-	-	5%	-	-	-
400 LOS ALAMOS	1%	3%	5%	-	9%	3%	-	4%	5%	-	5%	-
330 PENASCO	6%	5%	5%	-	9%	3%	-	8%	-	-	-	-
370 CHILE RIDE	6%	-	-	5%	-	-	-	-	-	-	-	-
310 RED RIVER	1%	-	-	16%	-	-	-	-	-	-	-	-
290 EDGEWOOD	-	-	-	-	-	-	-	-	-	-	-	-
180 EL RITO	-	5%	4%	-	6%	3%	-	4%	5%	-	5%	6%
360 TRES PIEDRAS	4%	-	2%	3%	-	-	-	-	-	-	-	-
DEMAND POJOAQUE STUDENTS	-	-	-	-	3%	-	7%	-	-	-	-	-
260 LA CIENEGA	-	-	4%	-	6%	-	-	-	-	5%	-	-
270 TURQUOISE TRAIL	-	-	-	-	-	-	-	-	-	-	-	-
255 MOUNTAIN TRAIL ROUTE	-	-	-	-	-	-	-	-	-	-	-	-

BLUE BUS ROUTE(S) RODE TODAY (CONTINUED)

QUESTION 10 (CONTINUED): WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=18)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
100 RIVERSIDE	17%	-	6%	8%	18%	18%	-	-	-	29%	-
200 SANTA FE	22%	-	13%	8%	36%	18%	-	13%	-	14%	-
300 TAOS	22%	-	31%	25%	9%	9%	10%	25%	-	57%	57%
110 WESTSIDE/CROSSTOWN	6%	-	-	-	27%	18%	-	-	13%	29%	-
220 TESUQUE	11%	-	6%	8%	36%	9%	-	-	-	14%	-
150 CHIMAYO	6%	-	-	-	36%	9%	-	-	-	29%	-
160 SANTA CLARA	6%	-	6%	8%	36%	9%	-	-	-	-	-
230 SAN ILDEFONSO	6%	-	-	-	36%	9%	-	-	-	-	-
320 QUESTA	11%	-	6%	-	-	-	60%	13%	-	-	29%
190 CHAMA	6%	-	-	-	27%	-	-	-	-	-	-
210 POJOAQUE NAMBE	6%	-	-	-	100%	9%	-	-	-	-	-
305 TAOS EXPRESS	100%	-	13%	8%	9%	-	-	-	-	-	29%
DEMAND	-	-	-	-	-	-	-	-	25%	-	-
340 CHILE LINE RED	11%	-	100%	33%	-	-	-	-	-	-	29%
280 ELDORADO	-	-	-	-	-	-	-	-	-	-	-
350 UNM TAOS	6%	-	25%	100%	-	-	-	-	-	-	14%
400 LOS ALAMOS	-	-	-	-	9%	100%	-	-	-	-	-
330 PENASCO	-	-	-	-	-	-	-	-	-	100%	-
370 CHILE RIDE	11%	-	13%	8%	-	-	-	-	-	-	100%
310 RED RIVER	-	-	-	-	-	-	100%	-	-	-	-
290 EDGEWOOD	-	100%	-	-	-	-	-	-	-	-	-
180 EL RITO	-	-	-	-	9%	-	-	-	-	-	-
360 TRES PIEDRAS	-	-	-	-	-	-	-	100%	-	-	-
DEMAND POJOAQUE STUDENTS	-	-	-	-	-	-	-	-	100%	-	-
260 LA CIENEGA	-	-	-	-	-	-	-	-	-	-	-
270 TURQUOISE TRAIL	-	-	-	-	-	-	-	-	-	-	-
255 MOUNTAIN TRAIL ROUTE	-	-	-	-	-	-	-	-	-	-	-

DO YOU USE THE INFOPOINT BUS LOCATOR SERVICE?

QUESTION 11: DO YOU UTILIZE THE INFOPOINT BUS LOCATOR SERVICE?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=65)	100 RIVERSIDE (N=63)	200 SANTA FE (N=54)	320 QUESTA (N=35)	110 WESTSIDE/ CROSSTOWN (N=34)	220 TESUQUE (N=32)	DEMAND (N=26)	150 CHIMAYO (N=24)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=17)	190 CHAMA (N=18)
YES	51%	54%	56%	40%	38%	53%	19%	42%	48%	30%	59%	56%
NO	49%	46%	44%	60%	62%	47%	81%	58%	52%	70%	41%	44%

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=15)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=12)	350 UNM TAOS (N=11)	210 POJOAQUE NAMBE (N=10)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=6)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=5)	370 CHILE RIDE (N=6)
YES	40%	44%	33%	36%	40%	55%	40%	33%	13%	40%	-
NO	60%	56%	67%	64%	60%	45%	60%	67%	88%	60%	100%

WAYS OF ACCESSING INFOPOINT BUS LOCATOR SERVICE

QUESTION 12: HOW DO YOU ACCESS IT?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=29)	100 RIVERSIDE (N=26)	200 SANTA FE (N=24)	320 QUESTA (N=13)	110 WESTSIDE/ CROSSTOWN (N=7)	220 TESUQUE (N=15)	DEMAND (N=5)	150 CHIMAYO (N=7)	160 SANTA CLARA (N=9)	280 ELDORADO (N=6)	230 SAN ILDEFONSO (N=9)	190 CHAMA (N=10)
NCRTD WEBSITE	48%	46%	63%	62%	86%	27%	20%	14%	22%	83%	33%	30%
MYSTOPAPP	34%	35%	21%	23%	14%	53%	-	57%	56%	17%	56%	40%
TEXT MESSAGE	10%	12%	13%	-	-	20%	80%	14%	22%	-	11%	20%
OTHER (DID NOT SPECIFY)	3%	8%	4%	-	-	-	-	14%	-	-	-	10%
CALL	3%	-	-	15%	-	-	-	-	-	-	-	-

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=6)	290 EDGEWOOD (N=7)	340 CHILE LINE RED (N=4)	350 UNM TAOS (N=3)	210 POJOAQUE NAMBE (N=3)	400 LOS ALAMOS (N=5)	310 RED RIVER (N=4)	360 TRES PIEDRAS (N=0)	DEMAND POJOAQUE STUDENTS (N=1)	330 PENASCO (N=1)	370 CHILE RIDE (N=0)
NCRTD WEBSITE	17%	57%	50%	33%	33%	80%	75%	-	100%	100%	-
MYSTOPAPP	50%	14%	25%	-	33%	20%	25%	-	-	-	-
TEXT MESSAGE	33%	29%	25%	67%	-	-	-	-	-	-	-
OTHER (DID NOT SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
CALL	-	-	-	-	33%	-	-	-	-	-	-

OTHER FORMS OF PUBLIC TRANSPORTATION UTILIZED

QUESTION 13: WHAT OTHER FORMS OF PUBLIC TRANSPORTATION DO YOU USE?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=62)	100 RIVERSIDE (N=63)	200 SANTA FE (N=55)	320 QUESTA (N=30)	110 WESTSIDE/ CROSSTOWN (N=35)	220 TESUQUE (N=33)	DEMAND (N=26)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=22)	280 ELDORADO (N=19)	230 SAN ILDEFONSO (N=17)	190 CHAMA (N=17)
NM RAIL RUNNER	45%	46%	51%	33%	49%	58%	8%	28%	27%	58%	53%	24%
SANTA FE TRAILS	23%	38%	44%	17%	40%	79%	23%	32%	45%	47%	29%	12%
RTD CHILE LINE	50%	27%	36%	40%	23%	12%	12%	24%	14%	11%	18%	12%
NONE	23%	25%	9%	50%	29%	9%	69%	36%	23%	26%	24%	53%
ATOMIC CITY TRANSIT	5%	11%	18%	10%	26%	15%	4%	12%	9%	-	18%	6%
TAXI	3%	8%	4%	-	9%	12%	8%	4%	18%	5%	6%	6%
OTHER (DID NOT SPECIFY)	3%	5%	4%	-	-	-	-	4%	-	-	-	6%
PARK AND RIDE	6%	-	5%	-	-	-	-	-	9%	-	-	-
RIDE-SOURCING (UBER)	3%	2%	4%	-	-	-	-	-	-	5%	6%	-
SOW	-	3%	2%	-	-	-	-	4%	-	-	-	-
WE CARE	-	2%	-	-	3%	-	-	-	5%	-	-	-
ABQ TRANSIT	-	2%	-	-	3%	-	4%	-	-	-	-	-
NM DOT RED AND GREEN LINES	-	-	2%	-	-	-	-	-	-	-	-	6%
EXPRESS TO SANTA FE	-	-	-	-	-	-	4%	-	-	-	-	-
CITY BUS	-	-	-	-	-	-	-	-	-	-	-	-
OHKAY OWINGEH - POPAY	-	-	2%	-	-	-	-	-	-	-	-	-
SSI TRANSPORT	2%	-	-	-	-	-	-	-	-	-	-	-

NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

OTHER FORMS OF PUBLIC TRANSPORTATION UTILIZED (CONTINUED)

QUESTION 13 (CONTINUED): WHAT OTHER FORMS OF PUBLIC TRANSPORTATION DO YOU USE?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=18)	290 EDGEWOOD (N=14)	340 CHILE LINE RED (N=12)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=10)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=8)	360 TRES PIEDRAS (N=7)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
NM RAIL RUNNER	72%	7%	33%	42%	40%	27%	25%	29%	-	-	43%
SANTA FE TRAILS	33%	14%	17%	8%	60%	18%	13%	14%	-	14%	29%
RTD CHILE LINE	39%	-	75%	75%	10%	18%	38%	100%	-	29%	100%
NONE	6%	79%	17%	17%	30%	36%	63%	-	88%	57%	-
ATOMIC CITY TRANSIT	6%	-	-	-	30%	64%	-	-	-	14%	-
TAXI	11%	-	17%	8%	10%	18%	-	14%	-	-	-
OTHER (DID NOT SPECIFY)	11%	-	-	-	-	-	-	-	-	-	-
PARK AND RIDE	-	-	-	-	-	18%	-	-	-	-	-
RIDE-SOURCING (UBER)	6%	7%	-	-	-	-	-	-	-	-	-
SOW	-	-	-	-	-	-	-	-	-	-	-
WE CARE	-	-	-	-	-	-	-	-	-	-	-
ABQ TRANSIT	-	-	-	-	-	-	-	-	-	-	-
NM DOT RED AND GREEN LINES	-	-	-	-	-	-	-	-	-	-	-
EXPRESS TO SANTA FE	-	-	8%	-	-	-	-	-	-	-	-
CITY BUS	-	-	-	-	-	-	-	14%	13%	-	-
OHKAY OWINGEH - POPAY	-	-	-	-	-	-	-	-	-	-	-
SSI TRANSPORT	-	-	-	-	-	-	-	-	-	-	-

NOTE: TOTAL SUM EXCEEDS 100% DUE TO MULTIPLE RESPONSES.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: BUSES RUN ON TIME

QUESTION 14: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **BUSES RUN ON TIME.**

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=66)	100 RIVERSIDE (N=62)	200 SANTA FE (N=55)	320 QUESTA (N=35)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=32)	DEMAND (N=27)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=22)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=17)
5 - VERY SATISFIED	64%	71%	67%	57%	67%	63%	63%	72%	68%	75%	89%	76%
4	21%	21%	18%	31%	21%	25%	33%	16%	27%	25%	5%	24%
3	9%	6%	7%	11%	9%	9%	4%	12%	5%	-	-	-
2	3%	-	-	-	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	3%	2%	5%	-	3%	3%	-	-	-	-	5%	-
NOT APPLICABLE	-	-	2%	-	-	-	-	-	-	-	-	-
MEAN †	4.4	4.6	4.4	4.5	4.5	4.4	4.6	4.6	4.6	4.8	4.7	4.8

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=18)	290 EDGEWOOD (N=15)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	56%	87%	69%	42%	91%	73%	70%	75%	38%	71%	86%
4	33%	13%	13%	33%	9%	27%	30%	13%	38%	29%	14%
3	6%	-	13%	17%	-	-	-	13%	25%	-	-
2	-	-	-	8%	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	6%	-	6%	-	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	-	-	-	-	-	-	-	-	-
MEAN †	4.3	4.9	4.4	4.1	4.9	4.7	4.7	4.6	4.1	4.7	4.9

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: DRIVER IS HELPFUL AND FRIENDLY

QUESTION 15: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **DRIVER IS HELPFUL AND FRIENDLY**

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=64)	100 RIVERSIDE (N=60)	200 SANTA FE (N=52)	320 QUESTA (N=34)	110 WESTSIDE/ CROSSTOWN (N=31)	220 TESUQUE (N=31)	DEMAND (N=27)	150 CHIMAYO (N=24)	160 SANTA CLARA (N=22)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=17)
5 - VERY SATISFIED	75%	80%	73%	71%	84%	81%	93%	100%	82%	85%	89%	94%
4	13%	12%	12%	18%	10%	13%	7%	-	9%	10%	5%	6%
3	6%	7%	10%	12%	3%	6%	-	-	9%	-	-	-
2	3%	2%	-	-	3%	-	-	-	-	5%	-	-
1 - VERY DISSATISFIED	2%	-	2%	-	-	-	-	-	-	-	5%	-
NOT APPLICABLE	2%	-	4%	-	-	-	-	-	-	-	-	-
MEAN †	4.6	4.7	4.6	4.6	4.7	4.7	4.9	5.0	4.7	4.8	4.7	4.9

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=16)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=6)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	88%	100%	69%	67%	100%	100%	90%	63%	63%	100%	86%
4	13%	-	13%	8%	-	-	10%	25%	38%	-	-
3	-	-	13%	25%	-	-	-	13%	-	-	14%
2	-	-	-	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	-	-	-	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	6%	-	-	-	-	-	-	-	-
MEAN †	4.9	5.0	4.6	4.4	5.0	5.0	4.9	4.5	4.6	5.0	4.7

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: DRIVER IS KNOWLEDGEABLE

QUESTION 16: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **DRIVER IS KNOWLEDGEABLE**.

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=64)	100 RIVERSIDE (N=62)	200 SANTA FE (N=52)	320 QUESTA (N=32)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=31)	DEMAND (N=27)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=22)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=17)	190 CHAMA (N=17)
5 - VERY SATISFIED	73%	82%	73%	69%	76%	77%	85%	88%	64%	75%	94%	94%
4	17%	11%	17%	19%	15%	13%	15%	12%	27%	20%	6%	6%
3	5%	3%	2%	3%	3%	10%	-	-	9%	5%	-	-
2	3%	2%	4%	3%	3%	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	2%	2%	2%	-	3%	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	2%	6%	-	-	-	-	-	-	-	-
MEAN †	4.6	4.7	4.6	4.6	4.6	4.7	4.9	4.9	4.5	4.7	4.9	4.9

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=17)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=15)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=9)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	82%	100%	73%	67%	91%	90%	89%	63%	50%	100%	86%
4	12%	-	20%	17%	9%	-	11%	25%	50%	-	14%
3	-	-	7%	8%	-	-	-	-	-	-	-
2	6%	-	-	8%	-	-	-	13%	-	-	-
1 - VERY DISSATISFIED	-	-	-	-	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	-	-	-	10%	-	-	-	-	-
MEAN †	4.7	5.0	4.7	4.4	4.9	5.0	4.9	4.4	4.5	5.0	4.9

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: DRIVER ANNOUNCES BUS STOPS

QUESTION 17: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **DRIVER ANNOUNCES BUS STOPS**.

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=62)	100 RIVERSIDE (N=60)	200 SANTA FE (N=51)	320 QUESTA (N=33)	110 WESTSIDE/ CROSSTOWN (N=31)	220 TESUQUE (N=30)	DEMAND (N=25)	150 CHIMAYO (N=24)	160 SANTA CLARA (N=20)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=17)
5 - VERY SATISFIED	53%	57%	53%	48%	52%	60%	60%	63%	45%	45%	63%	71%
4	19%	20%	18%	12%	16%	13%	16%	13%	15%	30%	16%	24%
3	8%	7%	6%	12%	10%	13%	4%	8%	25%	5%	11%	-
2	6%	5%	8%	9%	10%	3%	-	4%	5%	5%	11%	-
1 - VERY DISSATISFIED	3%	5%	8%	9%	6%	10%	4%	4%	5%	5%	-	-
NOT APPLICABLE	10%	7%	8%	9%	6%	-	16%	8%	5%	10%	-	6%
MEAN †	4.3	4.3	4.1	3.9	4.0	4.1	4.5	4.4	3.9	4.2	4.3	4.8

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=15)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=15)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=6)	370 CHILE RIDE (N=6)
5 - VERY SATISFIED	67%	81%	47%	50%	73%	55%	40%	75%	25%	83%	100%
4	20%	19%	13%	8%	-	9%	30%	13%	38%	17%	-
3	-	-	13%	8%	18%	27%	10%	13%	13%	-	-
2	7%	-	20%	8%	-	9%	10%	-	-	-	-
1 - VERY DISSATISFIED	7%	-	-	8%	-	-	-	-	13%	-	-
NOT APPLICABLE	-	-	7%	17%	9%	-	10%	-	13%	-	-
MEAN †	4.3	4.8	3.9	4.0	4.6	4.1	4.1	4.6	3.7	4.8	5.0

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: DRIVER OBEYS AND ENFORCES SAFETY RULES

QUESTION 18: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **DRIVER OBEYS AND ENFORCES SAFETY RULES.**

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=64)	100 RIVERSIDE (N=59)	200 SANTA FE (N=51)	320 QUESTA (N=33)	110 WESTSIDE/ CROSSTOWN (N=31)	220 TESUQUE (N=31)	DEMAND (N=27)	150 CHIMAYO (N=24)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=17)
5 - VERY SATISFIED	77%	69%	67%	79%	71%	77%	89%	88%	71%	75%	95%	94%
4	13%	25%	20%	15%	23%	10%	7%	13%	10%	25%	5%	6%
3	6%	3%	4%	6%	3%	10%	-	-	19%	-	-	-
2	5%	2%	8%	-	3%	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	-	-	-	-	3%	-	-	-	-	-	-
NOT APPLICABLE	-	-	2%	-	-	-	4%	-	-	-	-	-
MEAN †	4.6	4.6	4.5	4.7	4.6	4.6	4.9	4.9	4.5	4.8	4.9	4.9

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=16)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=9)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=6)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	69%	100%	63%	67%	91%	100%	100%	88%	63%	83%	86%
4	25%	-	19%	8%	9%	-	-	-	25%	17%	14%
3	6%	-	13%	25%	-	-	-	13%	13%	-	-
2	-	-	6%	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	-	-	-	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	-	-	-	-	-	-	-	-	-
MEAN †	4.6	5.0	4.4	4.4	4.9	5.0	5.0	4.8	4.5	4.8	4.9

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: ACCURACY OF SCHEDULES

QUESTION 19: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **ACCURACY OF SCHEDULES**.

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=66)	100 RIVERSIDE (N=58)	200 SANTA FE (N=51)	320 QUESTA (N=34)	110 WESTSIDE/ CROSSTOWN (N=30)	220 TESUQUE (N=30)	DEMAND (N=26)	150 CHIMAYO (N=23)	160 SANTA CLARA (N=20)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=18)	190 CHAMA (N=16)
5 - VERY SATISFIED	55%	64%	57%	59%	67%	63%	69%	74%	55%	70%	83%	81%
4	26%	17%	22%	24%	23%	17%	15%	13%	25%	15%	11%	19%
3	14%	12%	14%	9%	3%	3%	8%	9%	5%	10%	6%	-
2	-	2%	-	6%	3%	7%	-	-	10%	-	-	-
1 - VERY DISSATISFIED	3%	2%	2%	3%	3%	7%	-	-	5%	5%	-	-
NOT APPLICABLE	3%	3%	6%	-	-	3%	8%	4%	-	-	-	-
MEAN †	4.3	4.4	4.4	4.3	4.5	4.3	4.7	4.7	4.2	4.5	4.8	4.8

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=16)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=9)	400 LOS ALAMOS (N=9)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	44%	81%	69%	58%	100%	78%	80%	63%	38%	71%	57%
4	31%	6%	6%	8%	-	22%	20%	25%	38%	29%	29%
3	25%	13%	13%	25%	-	-	-	13%	13%	-	14%
2	-	-	6%	8%	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	-	-	-	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	6%	-	-	-	-	-	13%	-	-
MEAN †	4.2	4.7	4.5	4.2	5.0	4.8	4.8	4.5	4.3	4.7	4.4

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: SCHEDULE(S) IS/ARE EASILY AVAILABLE

QUESTION 20: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **SCHEDULE(S) IS/ARE EASILY AVAILABLE.**

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=65)	100 RIVERSIDE (N=61)	200 SANTA FE (N=53)	320 QUESTA (N=34)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=31)	DEMAND (N=25)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=17)
5 - VERY SATISFIED	62%	62%	62%	62%	64%	74%	64%	60%	62%	70%	84%	59%
4	14%	26%	25%	24%	21%	16%	24%	24%	24%	15%	5%	35%
3	14%	7%	4%	3%	9%	6%	4%	8%	5%	10%	5%	6%
2	6%	5%	6%	9%	6%	3%	4%	4%	10%	5%	-	-
1 - VERY DISSATISFIED	3%	-	2%	-	-	-	-	-	-	-	5%	-
NOT APPLICABLE	2%	-	2%	3%	-	-	4%	4%	-	-	-	-
MEAN †	4.3	4.5	4.4	4.4	4.4	4.6	4.5	4.5	4.4	4.5	4.6	4.5

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=17)	290 EDGEWOOD (N=15)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=6)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	53%	93%	56%	58%	91%	60%	80%	63%	50%	50%	71%
4	24%	-	-	8%	9%	20%	20%	13%	38%	50%	-
3	18%	7%	25%	17%	-	10%	-	13%	-	-	14%
2	6%	-	13%	8%	-	10%	-	13%	-	-	14%
1 - VERY DISSATISFIED	-	-	-	8%	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	6%	-	-	-	-	-	13%	-	-
MEAN †	4.2	4.9	4.1	4.0	4.9	4.3	4.8	4.3	4.6	4.5	4.3

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: ROUTE SCHEDULE INFORMATION IS EASY TO USE

QUESTION 21: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **ROUTE SCHEDULE INFORMATION IS EASY TO USE**.

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=65)	100 RIVERSIDE (N=58)	200 SANTA FE (N=51)	320 QUESTA (N=34)	110 WESTSIDE/ CROSSTOWN (N=31)	220 TESUQUE (N=30)	DEMAND (N=27)	150 CHIMAYO (N=24)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=16)
5 - VERY SATISFIED	54%	62%	59%	68%	68%	73%	78%	63%	67%	50%	84%	56%
4	25%	22%	27%	18%	13%	17%	4%	8%	14%	30%	11%	44%
3	11%	5%	4%	6%	6%	-	-	21%	10%	10%	-	-
2	5%	7%	6%	3%	3%	7%	-	4%	5%	5%	5%	-
1 - VERY DISSATISFIED	6%	3%	4%	-	10%	3%	-	-	5%	5%	-	-
NOT APPLICABLE	-	-	-	6%	-	-	19%	4%	-	-	-	-
MEAN †	4.2	4.3	4.3	4.6	4.3	4.5	5.0	4.3	4.3	4.2	4.7	4.6

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=17)	290 EDGEWOOD (N=15)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=6)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	59%	87%	63%	67%	100%	70%	70%	63%	38%	50%	71%
4	24%	-	6%	-	-	20%	20%	13%	25%	-	14%
3	12%	-	6%	8%	-	10%	-	25%	13%	50%	14%
2	-	7%	13%	25%	-	-	10%	-	-	-	-
1 - VERY DISSATISFIED	-	-	6%	-	-	-	-	-	-	-	-
NOT APPLICABLE	6%	7%	6%	-	-	-	-	-	25%	-	-
MEAN †	4.5	4.8	4.1	4.1	5.0	4.6	4.5	4.4	4.3	4.0	4.6

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: POSTED SIGNS AT BUS STOP

QUESTION 22: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **POSTED SIGNS AT BUS STOP**.

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=63)	100 RIVERSIDE (N=59)	200 SANTA FE (N=53)	320 QUESTA (N=33)	110 WESTSIDE/ CROSSTOWN (N=32)	220 TESUQUE (N=31)	DEMAND (N=27)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=21)	280 ELDORADO (N=18)	230 SAN ILDEFONSO (N=19)	190 CHAMA (N=17)
5 - VERY SATISFIED	51%	64%	58%	76%	78%	68%	63%	84%	62%	44%	74%	71%
4	27%	17%	19%	12%	9%	16%	11%	4%	24%	22%	16%	24%
3	3%	3%	6%	6%	6%	3%	7%	4%	10%	22%	-	-
2	10%	3%	6%	3%	3%	3%	4%	-	5%	6%	5%	6%
1 - VERY DISSATISFIED	10%	8%	9%	3%	-	6%	-	8%	-	6%	5%	-
NOT APPLICABLE	-	3%	2%	-	3%	3%	15%	-	-	-	-	-
MEAN †	4.0	4.3	4.1	4.5	4.7	4.4	4.6	4.6	4.4	3.9	4.5	4.6

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=16)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=14)	350 UNM TAOS (N=11)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=6)
5 - VERY SATISFIED	69%	69%	57%	27%	100%	80%	70%	63%	50%	71%	50%
4	13%	-	14%	18%	-	20%	30%	13%	25%	29%	17%
3	6%	25%	-	18%	-	-	-	25%	-	-	-
2	6%	-	21%	9%	-	-	-	-	13%	-	17%
1 - VERY DISSATISFIED	6%	-	7%	27%	-	-	-	-	-	-	17%
NOT APPLICABLE	-	6%	-	-	-	-	-	-	13%	-	-
MEAN †	4.3	4.5	3.9	3.1	5.0	4.8	4.7	4.4	4.3	4.7	3.7

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: PERSONAL SAFETY ON BUS

QUESTION 23: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **PERSONAL SAFETY ON BUS**.

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=66)	100 RIVERSIDE (N=61)	200 SANTA FE (N=53)	320 QUESTA (N=34)	110 WESTSIDE/ CROSSTOWN (N=31)	220 TESUQUE (N=32)	DEMAND (N=27)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=21)	280 ELDORADO (N=19)	230 SAN ILDEFONSO (N=18)	190 CHAMA (N=17)
5 - VERY SATISFIED	73%	77%	68%	82%	81%	88%	85%	96%	76%	79%	89%	82%
4	21%	20%	25%	12%	13%	13%	7%	4%	24%	21%	11%	18%
3	3%	-	4%	6%	-	-	7%	-	-	-	-	-
2	2%	-	2%	-	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	2%	3%	2%	-	6%	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	-	-	-	-	-	-	-	-	-	-
MEAN †	4.6	4.7	4.5	4.8	4.6	4.9	4.8	5.0	4.8	4.8	4.9	4.8

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=16)	290 EDGEWOOD (N=15)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	63%	80%	75%	75%	91%	100%	100%	75%	50%	100%	86%
4	25%	13%	19%	8%	9%	-	-	13%	38%	-	14%
3	13%	7%	6%	8%	-	-	-	13%	13%	-	-
2	-	-	-	8%	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	-	-	-	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	-	-	-	-	-	-	-	-	-
MEAN †	4.5	4.7	4.7	4.5	4.9	5.0	5.0	4.6	4.4	5.0	4.9

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: CLEANLINESS OF BUS

QUESTION 24: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **CLEANLINESS OF BUS.**

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=65)	100 RIVERSIDE (N=61)	200 SANTA FE (N=53)	320 QUESTA (N=34)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=31)	DEMAND (N=27)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=18)	190 CHAMA (N=17)
5 - VERY SATISFIED	66%	77%	58%	82%	79%	87%	85%	96%	67%	65%	94%	88%
4	20%	18%	28%	12%	6%	10%	11%	4%	24%	15%	6%	12%
3	6%	2%	8%	3%	9%	-	4%	-	10%	20%	-	-
2	5%	3%	4%	-	6%	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	2%	-	2%	-	-	3%	-	-	-	-	-	-
NOT APPLICABLE	2%	-	-	3%	-	-	-	-	-	-	-	-
MEAN †	4.5	4.7	4.4	4.8	4.6	4.8	4.8	5.0	4.6	4.5	4.9	4.9

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=17)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=14)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	71%	75%	71%	75%	100%	70%	90%	88%	50%	100%	86%
4	24%	13%	7%	25%	-	30%	-	-	50%	-	-
3	-	6%	14%	-	-	-	10%	13%	-	-	-
2	-	6%	-	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	-	-	-	-	-	-	-	-	-	-
NOT APPLICABLE	6%	-	7%	-	-	-	-	-	-	-	14%
MEAN †	4.8	4.6	4.6	4.8	5.0	4.7	4.8	4.8	4.5	5.0	5.0

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: BUSES ARE WELL MAINTAINED

QUESTION 25: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **BUSES ARE WELL MAINTAINED.**

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=63)	100 RIVERSIDE (N=61)	200 SANTA FE (N=54)	320 QUESTA (N=34)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=32)	DEMAND (N=27)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=18)	190 CHAMA (N=16)
5 - VERY SATISFIED	60%	79%	59%	71%	79%	72%	85%	96%	52%	50%	94%	81%
4	24%	15%	24%	24%	12%	16%	7%	-	33%	20%	6%	19%
3	10%	3%	11%	3%	6%	6%	-	4%	10%	20%	-	-
2	2%	-	4%	3%	-	-	4%	-	-	5%	-	-
1 - VERY DISSATISFIED	3%	3%	2%	-	3%	6%	-	-	5%	-	-	-
NOT APPLICABLE	2%	-	-	-	-	-	4%	-	-	5%	-	-
MEAN †	4.4	4.7	4.4	4.6	4.6	4.5	4.8	4.9	4.3	4.2	4.9	4.8

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=17)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=15)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	71%	56%	60%	58%	100%	73%	90%	75%	63%	71%	71%
4	29%	6%	27%	25%	-	18%	10%	13%	25%	14%	14%
3	-	-	-	-	-	9%	-	13%	-	14%	-
2	-	31%	7%	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	6%	7%	17%	-	-	-	-	-	-	14%
NOT APPLICABLE	-	-	-	-	-	-	-	-	13%	-	-
MEAN †	4.7	3.8	4.3	4.1	5.0	4.6	4.9	4.6	4.7	4.6	4.3

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: CONNECTION WITH OTHER BLUE BUSES OR OTHER SERVICES

QUESTION 26: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **CONNECTION WITH OTHER BLUE BUSES OR OTHER SERVICES**.

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=62)	100 RIVERSIDE (N=60)	200 SANTA FE (N=51)	320 QUESTA (N=32)	110 WESTSIDE/ CROSSTOWN (N=31)	220 TESUQUE (N=30)	DEMAND (N=26)	150 CHIMAYO (N=24)	160 SANTA CLARA (N=20)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=18)	190 CHAMA (N=17)
5 - VERY SATISFIED	56%	65%	51%	69%	65%	60%	50%	79%	50%	35%	72%	59%
4	23%	18%	24%	3%	10%	17%	19%	8%	20%	5%	17%	18%
3	6%	7%	12%	13%	16%	10%	4%	13%	20%	10%	11%	6%
2	-	5%	6%	3%	3%	3%	4%	-	-	-	-	-
1 - VERY DISSATISFIED	3%	3%	2%	-	3%	7%	-	-	5%	-	-	6%
NOT APPLICABLE	11%	2%	6%	13%	3%	3%	23%	-	5%	50%	-	12%
MEAN †	4.5	4.4	4.2	4.6	4.3	4.2	4.5	4.7	4.2	4.5	4.6	4.4

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=15)	290 EDGEWOOD (N=15)	340 CHILE LINE RED (N=15)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=11)	310 RED RIVER (N=9)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=6)	370 CHILE RIDE (N=6)
5 - VERY SATISFIED	53%	33%	47%	58%	91%	45%	78%	50%	25%	83%	67%
4	27%	20%	20%	25%	-	9%	-	-	38%	17%	17%
3	7%	-	7%	-	9%	18%	11%	13%	-	-	-
2	7%	-	-	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	-	7%	8%	-	-	-	13%	-	-	-
NOT APPLICABLE	7%	47%	20%	8%	-	27%	11%	25%	38%	-	17%
MEAN †	4.4	4.6	4.3	4.4	4.8	4.4	4.8	4.0	4.4	4.8	4.8

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

SATISFACTION WITH VARIOUS ATTRIBUTES OF BLUE BUS: RESPONSE OF TELEPHONE REPRESENTATIVE

QUESTION 27: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **RESPONSE OF TELEPHONE REPRESENTATIVE.**

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=63)	100 RIVERSIDE (N=60)	200 SANTA FE (N=53)	320 QUESTA (N=34)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=30)	DEMAND (N=25)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=21)	280 ELDORADO (N=20)	230 SAN ILDEFONSO (N=17)	190 CHAMA (N=17)
5 - VERY SATISFIED	52%	63%	64%	62%	58%	57%	72%	64%	52%	35%	65%	53%
4	17%	20%	17%	9%	21%	17%	8%	20%	19%	20%	18%	24%
3	11%	5%	6%	6%	9%	13%	8%	8%	19%	5%	12%	-
2	2%	5%	4%	-	6%	7%	-	4%	-	10%	-	-
1 - VERY DISSATISFIED	5%	5%	2%	3%	6%	3%	4%	-	-	-	-	6%
NOT APPLICABLE	13%	2%	8%	21%	-	3%	8%	4%	10%	30%	6%	18%
MEAN †	4.3	4.3	4.5	4.6	4.2	4.2	4.6	4.5	4.4	4.1	4.6	4.4

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=17)	290 EDGEWOOD (N=15)	340 CHILE LINE RED (N=16)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=10)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=7)
5 - VERY SATISFIED	41%	33%	50%	50%	91%	50%	60%	38%	50%	86%	86%
4	6%	20%	13%	-	9%	20%	-	-	50%	14%	14%
3	6%	-	6%	17%	-	20%	10%	13%	-	-	-
2	6%	7%	13%	8%	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	12%	20%	-	-	-	-	-	13%	-	-	-
NOT APPLICABLE	29%	20%	19%	25%	-	10%	30%	38%	-	-	-
MEAN †	3.8	3.5	4.2	4.2	4.9	4.3	4.7	3.8	4.5	4.9	4.9

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

OVERALL SATISFACTION WITH BLUE BUS

QUESTION 28: PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH BLUE BUS SERVICE ON A SCALE FROM 1 TO 5, WHERE 1 IS VERY DISSATISFIED AND 5 IS VERY SATISFIED. IF YOU HAVE NOT EXPERIENCED OR DO NOT HAVE FIRSTHAND EXPERIENCE WITH A PARTICULAR ITEM, ANSWER "NOT APPLICABLE." **WHAT IS YOUR OVERALL SATISFACTION WITH BLUE BUS.**

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=62)	100 RIVERSIDE (N=60)	200 SANTA FE (N=52)	320 QUESTA (N=33)	110 WESTSIDE/ CROSSTOWN (N=33)	220 TESUQUE (N=28)	DEMAND (N=26)	150 CHIMAYO (N=25)	160 SANTA CLARA (N=19)	280 ELDORADO (N=19)	230 SAN ILDEFONSO (N=17)	190 CHAMA (N=17)
5 - VERY SATISFIED	74%	72%	75%	82%	73%	79%	77%	84%	63%	63%	82%	88%
4	19%	22%	17%	12%	18%	18%	15%	12%	37%	37%	18%	6%
3	2%	5%	4%	3%	6%	-	8%	4%	-	-	-	6%
2	2%	-	2%	-	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	2%	2%	2%	3%	3%	4%	-	-	-	-	-	-
NOT APPLICABLE	2%	-	-	-	-	-	-	-	-	-	-	-
MEAN †	4.7	4.6	4.6	4.7	4.6	4.7	4.7	4.8	4.6	4.6	4.8	4.8

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=16)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=13)	350 UNM TAOS (N=11)	210 POJOAQUE NAMBE (N=11)	400 LOS ALAMOS (N=9)	310 RED RIVER (N=10)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=8)	330 PENASCO (N=7)	370 CHILE RIDE (N=6)
5 - VERY SATISFIED	63%	75%	69%	73%	100%	78%	100%	75%	75%	100%	100%
4	31%	19%	23%	27%	-	11%	-	13%	25%	-	-
3	6%	6%	-	-	-	11%	-	13%	-	-	-
2	-	-	-	-	-	-	-	-	-	-	-
1 - VERY DISSATISFIED	-	-	8%	-	-	-	-	-	-	-	-
NOT APPLICABLE	-	-	-	-	-	-	-	-	-	-	-
MEAN †	4.6	4.7	4.5	4.7	5.0	4.7	5.0	4.6	4.8	5.0	5.0

† THE MEAN SCORE IS DERIVED BY TAKING THE AVERAGE SCORE BASED ON THE 5-POINT SCALE. THE VERY SATISFIED RESPONSE IS ASSIGNED A VALUE OF 5; THE VERY DISSATISFIED RESPONSE IS ASSIGNED A VALUE OF 1. THE NOT APPLICABLE RESPONSES ARE EXCLUDED FROM THE CALCULATION OF THE MEAN.

INTEREST IN PARK AND RIDE OPTION

QUESTION 29: WOULD YOU BE INTERESTED IN A PARK AND RIDE OPTION?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=52)	100 RIVERSIDE (N=45)	200 SANTA FE (N=40)	320 QUESTA (N=32)	110 WESTSIDE/ CROSSTOWN (N=23)	220 TESUQUE (N=28)	DEMAND (N=20)	150 CHIMAYO (N=23)	160 SANTA CLARA (N=18)	280 ELDORADO (N=18)	230 SAN ILDEFONSO (N=15)	190 CHAMA (N=14)
YES	71%	78%	85%	56%	74%	71%	55%	78%	72%	56%	73%	79%
NO	29%	22%	15%	44%	26%	29%	45%	22%	28%	44%	27%	21%

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=14)	290 EDGEWOOD (N=12)	340 CHILE LINE RED (N=12)	350 UNM TAOS (N=12)	210 POJOAQUE NAMBE (N=8)	400 LOS ALAMOS (N=9)	310 RED RIVER (N=9)	360 TRES PIEDRAS (N=8)	DEMAND POJOAQUE STUDENTS (N=6)	330 PENASCO (N=6)	370 CHILE RIDE (N=6)
YES	71%	58%	58%	58%	88%	56%	78%	75%	-	50%	83%
NO	29%	42%	42%	42%	13%	44%	22%	25%	100%	50%	17%

INTEREST IN A BIKE LOCKER OR BIKE RACK

QUESTION 30: WOULD YOU UTILIZE A BIKE LOCKER OR BIKE RACK AT A PARK AND RIDE LOCATION TO LOCK UP YOUR BICYCLE?

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY?											
	300 TAOS (N=53)	100 RIVERSIDE (N=51)	200 SANTA FE (N=51)	320 QUESTA (N=28)	110 WESTSIDE/ CROSSTOWN (N=30)	220 TESUQUE (N=26)	DEMAND (N=19)	150 CHIMAYO (N=23)	160 SANTA CLARA (N=18)	280 ELDORADO (N=18)	230 SAN ILDEFONSO (N=17)	190 CHAMA (N=16)
YES	64%	71%	73%	57%	87%	58%	21%	70%	44%	44%	82%	81%
NO	36%	29%	27%	43%	13%	42%	79%	30%	56%	56%	18%	19%

	WHAT BLUE BUS ROUTE(S) DID YOU RIDE TODAY? (CONTINUED)										
	350 TAOS EXPRESS (N=14)	290 EDGEWOOD (N=16)	340 CHILE LINE RED (N=12)	350 UNM TAOS (N=11)	210 POJOAQUE NAMBE (N=8)	400 LOS ALAMOS (N=8)	310 RED RIVER (N=8)	360 TRES PIEDRAS (N=7)	DEMAND POJOAQUE STUDENTS (N=4)	330 PENASCO (N=6)	370 CHILE RIDE (N=4)
YES	64%	13%	67%	64%	88%	13%	63%	71%	-	33%	50%
NO	36%	88%	33%	36%	13%	88%	38%	29%	100%	67%	50%

VI. DEMOGRAPHICS

Demographics

Gender (n=322)	
Male	56%
Female	44%
Ethnicity (n=336)	
Hispanic	53%
Anglo/Caucasian	32%
Native American Indian	21%
Black/African American	2%
Asian/Pacific Islander	1%
Age (n=341)	
Under 18	13%
18-34	17%
35-49	25%
50-64	33%
65+	11%
Number of Household Residents (n=302)	
1	29%
2	28%
3	18%
4	11%
5 or more	15%
Primary Language Spoken in Household (n=340)	
English	77%
Spanish	5%
Tewa	4%
Both English and Spanish	14%
Individual Income (n=286)	
$0-$16,999	61%
$17,000-$29,999	17%
$30,000-$49,999	12%
$50,000-$69,999	7%
$70,000 or above	2%
Household Income (n=264)	
$0-$16,999	53%
$17,000-$29,999	17%
$30,000-$49,999	9%
$50,000-$69,999	9%
$70,000 or above	11%

Internet Access at Home or Work (n-335)	
Yes	66%
No	34%
Survey Collection Route (n=369)	
340 Chile Line Red	17%
320 Questa	7%
Demand Pojoaque Students	6%
280 Eldorado	5%
230 San Ildefonso	5%
150 Chimayo	5%
160 Santa Clara	5%
220 Tesuque	5%
290 Edgewood	4%
Demand	4%
190 Chama	4%
300 Taos	4%
100 Riverside	4%
200 Santa Fe	3%
400 Los Alamos	3%
310 Red River	3%
110 Westside/Crosstown	2%
305 Taos Express	2%
Online	3%
360 Tres Piedras	2%
210 Pojoaque Nambe	2%
350 UNM Taos	2%
180 El Rito	1%
330 Penasco	1%
260 La Cienega	1%
270 Turquoise Trail	1%

VII. QUESTIONNAIRE

The North Central Regional Transit District (NCRTD) Blue Bus needs your help to improve our services. Please take a few moments to complete this survey and drop it in the box provided on your bus. If you are unable to complete it on your trip, you may complete it online or return it by Friday, April 22.

Thank you.

How many days per week do you typically ride the Blue Bus? ☐0 ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7

Would you ride the Blue Bus on the weekend if services were available? ☐Yes ☐No

Would you ride the Blue Bus on state and federal holidays if services were available? ☐Yes ☐No

Do you have a working personal vehicle? ☐Yes ☐No

What are your primary reasons for riding the bus rather than using other forms of transportation? (Check all that apply)

☐To save money (in general) ☐Cost of gas ☐ Auto insurance cost/don't have ☐ Maintenance cost
☐Don't have a vehicle ☐Don't have a driver's license ☐Good for the environment
☐Other_____

What are your primary purposes for riding the bus today? (Check all that apply)

☐Medical ☐ Leisure Shopping ☐Necessity shopping ☐Recreation/social activities
☐To get to school ☐To get to work ☐Other_____

How did you hear about the Blue Bus? (Check all that apply)

☐Radio ☐Print/newspaper ads ☐Community event ☐Friend/family
☐Phone books ☐Internet ☐Other_____

How do you usually get to the bus stop?

☐Walk ☐Drive my car ☐Dropped off by someone ☐Ride my bicycle
☐Connect with another bus ☐Connect with Rail Runner ☐Ride with someone who parked
☐Other_____

What town, community, or pueblo do you reside in? _____

What Blue Bus route(s) did you ride today? (Check all the apply)

☐100 Riverside
☐110 Westside/Crosstown
☐150 Chimayo
☐160 Santa Clara
☐180 El Rito
☐190 Chama
☐200 Santa Fe
☐210 Pojoaque Nambe
☐220 Tesuque
☐230 San Ildefonso
☐255 Mountain Trail Route
☐260 La Cienega
☐270 Turquoise Trail
☐280 Eldorado
☐290 Edgewood
☐300 Taos
☐305 Taos Express
☐310 Red River
☐320 Questa
☐330 Penasco
☐340 Chile Line Red
☐341 TSV Green
☐350 UNM Taos
☐360 Tres Piedras
☐370 Chile Ride
☐400 Los Alamos
☐Demand
☐Demand Pojoaque Students

Do you utilize the InfoPoint Bus Locator Service? ☐Yes ☐No

How do you access it? ☐MyStopApp ☐NCRTD Website ☐Text Message ☐Other(specify)_____

What other forms of public transportation do you use? (Check all that apply)

☐Santa Fe Trails ☐NM Rail Runner ☐RTD Chile Line
☐Atomic City Transit ☐Ride-sourcing (Uber) ☐Taxi
☐None ☐Other_____

Survey can also be done online at: www.RidetheBlueBus.com

Survey continued on back→

Please indicate your level of satisfaction with Blue Bus service on a scale of 1 to 5, where 1 is *very dissatisfied* and 5 is *very satisfied*. If you have not experienced or do not have firsthand experience with a particular item, answer "Not Applicable".

	Very Dissatisfied				*Very Satisfied*	*Not Applicable*
Buses run on time	1	2	3	4	5	N/A
Driver is helpful and friendly	1	2	3	4	5	N/A
Drivers is knowledgeable	1	2	3	4	5	N/A
Driver announces bus stops	1	2	3	4	5	N/A
Driver obeys and enforces safety rules	1	2	3	4	5	N/A
Accuracy of schedules	1	2	3	4	5	N/A
Schedule(s) is/are easily available	1	2	3	4	5	N/A
Route schedule information is easy to use	1	2	3	4	5	N/A
Posted signs at bus stop	1	2	3	4	5	N/A
Personal safety on bus	1	2	3	4	5	N/A
Cleanliness on bus	1	2	3	4	5	N/A
Buses are well maintained	1	2	3	4	5	N/A
Connection with other Blue Buses or other services	1	2	3	4	5	N/A
Response of telephone representative	1	2	3	4	5	N/A
What is your overall satisfaction with Blue Bus	1	2	3	4	5	N/A

Would you be interested in a Park and Ride option? ☐Yes ☐No

Would you utilize a bike locker, or bike rack, at a Park and Ride location to lock up your bicycle? ☐Yes ☐No

What is your race? (Check all that apply)

☐Hispanic ☐Anglo/Caucasian ☐Native American Indian/Alaska Native
☐Black/African American ☐Asian/Pacific Islander ☐Other race_____

Including yourself, how many people live in your home?_____

What is the primary language spoken in your home? ☐English ☐Spanish ☐Other_____

Please indicate your individual income:

☐$0-$16,999 ☐$17,000-$29,999 ☐$30,000-$49,999 ☐$50,000-$69,999 ☐$70,000 or above

Please indicate your household income:

☐$0-$16,999 ☐$17,000-$29,999 ☐$30,000-$49,999 ☐$50,000-$69,999 ☐$70,000 or above

Gender: ☐Male ☐Female

What is your age? ☐Under 18 ☐18-34 ☐35-49 ☐50-64 ☐65+

Do you have internet access either at home or work? ☐Yes ☐No

Do you have a smartphone? ☐Yes ☐No

Do you have any other comments or suggestions about the Blue Bus service: _____

_____

_____

_____